DEPARTMENT OF DEFENSE

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Health Affairs (703) 756-0904

DEERS

Defense Enrollment Eligibility Reporting System

PROGRAM
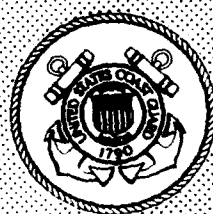# MANUAL

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MAY 1982

ASSISTANT SECRETARY OF DEFENSE
(MANPOWER, RESERVE AFFAIRS, AND LOGISTICS)

AND

ASSISTANT SECRETARY OF DEFENSE
(HEALTH AFFAIRS)

OFFICE OF THE SECRETARY OF DEFENSE

WASHINGTON. D C 20301

May 28, 1982

FOREWORD

This manual is issued under the authority of DoD Directive 1341.1, "Defense Enrollment Eligibility Reporting System (DEERS)," October 14, 1981. It provides program guidance and procedural references for DEERS implementation and maintenance.[1]

The provisions of this manual apply to the Office of the Secretary of Defense; the Military Departments (including the Coast Guard when it is operating as a Military Service in the Navy); and the Defense Agencies (hereafter referred to collectively as "DoD Components"); the Coast Guard, under agreement with the Department of Transportation when it is not operating as a Military Service in the Navy; and under agreement with the Departments of Health and Human Services and Commerce, the Commissioned Corps of the Public Health Service and the Commissioned Corps of the National Oceanic and Atmospheric Administration, respectively (hereafter referred to as "other Uniformed Services").

This manual is effective immediately, and its use by all DoD Components and other Uniformed Services is mandatory. Distribution shall be accomplished in accordance with DoD Instruction 1341.2, "Defense Enrollment Eligibility Reporting System Procedures," March 2, 1982. Portions of this manual may be incorporated in functional area Uniformed Service guidelines. Implementing instructions shall be forwarded to the DEERS Program Manager for coordination and approval within 90 days. Recommended changes to the manual should be sent, through Uniformed Service channels, to

DEERS Program Manager
Room 3E341, The Pentagon
Washington, D.C. 20301

DoD Components and other Uniformed Services may obtain copies of this manual through their own publications channels. Other federal agencies and the public may obtain copies from the Director, U.S. Naval Publications and Forms Center, Code 301, 5801 Tabor Avenue, Philadelphia, Pennsylvania 19120.

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[1]The interim "DEERS Program Manuals," dated May 1, 1981, and March 1, 1982, are hereby canceled.

DEFENSE ENROLLMENT ELIGIBILITY
REPORTING SYSTEM (DEERS)
PROGRAM MANUAL

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FIGURES

ACRONYMS

ADP	Automated Data Processing
APO	Air or Army Post Office
ASD(HA)	Assistant Secretary of Defense (Health Affairs)
ASD(MRA&L)	Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics)
ASD(PA)	Assistant Secretary of Defense (Public Affairs)
AUTOVON	Automatic Voice Network
C	Privilege code for Commissary (on DD Form 1172)
CHAMPUS	Civilian Health and Medical Program of the Uniformed Services
CONUS	Continental United States
COTR	Contracting Officer's Technical Representative
CRT	Cathode Ray Tube (a computer terminal)
DAS	Defense Audit Service
DAV	Disabled Veteran
DBMS	Data Base Management System
DCA	Defense Communications Agency
DCS	Defense Communications System
DD Form	Department of Defense Form
DECCO	Defense Commercial Communications Office
DEERS	Defense Enrollment Eligibility Reporting System
DLA	Defense Logistics Agency
DMDC	Defense Manpower Data Center
DMIS	Data Management Information System
DOB	Date of Birth

DoD	Department of Defense
DRD	Data Requirements Document
DSO	DEERS Support Office
DTF	Dental Treatment Facility
DUSD(C^3I)	Deputy Under Secretary of Defense (Communications, Command, Control, and Intelligence)
EL	Privilege code for Exchange, Limited use (on DD Form 1172)
EU	Privilege code for Exchange, Unlimited use (on DD Form 1172)
FD	Functional Description
FI	Fiscal Intermediary (pays CHAMPUS claims)
FMP	Family Member Prefix
FPO	Fleet Post Office
FY	Fiscal Year
GAO	General Accounting Office
ICN	Internal Control Number
ID	Identification
IDMS	Integrated Data Management System
MC	Privilege code for Medical care, Civilian source – CHAMPUS (on DD Form 1172)
MS	Privilege code for Medical care, Uniformed Services (on DD Form 1172)
MTF	Medical Treatment Facility
NCS	National Communications System
NOAA	National Oceanic and Atmospheric Administration
OASD(HA)	Office of the Assistant Secretary of Defense (Health Affairs)
OASD(MRA&L)	Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics)
OASD(PA)	Office of the Assistant Secretary of Defense (Public Affairs)
OCHAMPUS	Office of the Civilian Health and Medical Program of the Uniformed Services

ODUSD(C^{3}I)	Office of the Deputy Under Secretary of Defense (Communications, Command, Control, and Intelligence)
OMB	Office of Management and Budget
OSD	Office of the Secretary of Defense
PAO	Public Affairs Officer
PHS	Public Health Service
POC	Point of Contact
R/ADT	Registration/Admission, Disposition, and Transfer (a TRIMIS system)
RAPIDS	Real-Time Automated Personnel Identification System
ROTC	Reserve Officers' Training Corps
SC	Security Code
SSN	Social Security Number
TH	Privilege code for Theater (on DD Form 1172)
TCO	Telecommunications Certification Office
TSR	Telecommunications Service Request
TRIMIS	Tri-Service Medical Information System
UC	UCA Summary Account Codes
UCA	Uniform Chart of Accounts
USA	United States Army
USAF	United States Air Force
USCG	United States Coast Guard
USMC	United Stated Marine Corps
USN	United States Navy
USPHS	United States Public Health Service
VA	Veterans' Administration
WATS	Wide Area Telephone Service
ZIP	Zone Improvement Plan (ZIP code)

DEFINITIONS

1. <u>Alphabetic Field</u>. A field of data in which the letters A thr _h Z and "Blank Only" can be keyed.

2. <u>Alphanumeric Field</u>. A field of data in which alphabetical letters (A through Z), "Blank Only," and intep-- numbers (1 through 9, and 0) can be keyed.

3. <u>Ancillary Services</u>. Supportive services.

4. <u>Batch</u>. A group of data records organized for the purpose of convenience and control.

5. <u>Batch Number</u>. An identifier attached to a specific group of records.

6. <u>Character</u>. The basic element of data. A character takes one position and can be an alphabetic letter (A through Z), a digit (Arabic number symbols 1 through 9, and 0), or a special symbol (consult keyboard).

7. <u>Cursor</u>. Blinking underline on a CRT display that tells you where the next character or space will occur.

8. <u>Data</u>. An item of information or a collection of records.

9. <u>Data Base</u>. Information stored in automated files within a computer via the Data Station.

10. <u>Data Station</u>. A work site equipped with a keyboard and CRT video screen.

11. <u>Data Set</u>. Also called modem. Electronic device that translates CRT-entered information into signals that are transmitted through a telephone line to a computer.

12. <u>Display</u>. The exhibit or response from the computer seen on the CRT video screen.

13. <u>Family Member Prefix</u>. A two-character code used to identify beneficiaries. Refer to Figure 5-1 in this manual.

14. <u>Field</u>. A predetermined meaningful grouping of consecutive characters allocated to specific information (for example, Last Name, Day of Month).

15. <u>Hit</u>. A term used to indicate that a DEERS inquiry has successfully identified the individual for whom the inquiry was made. Also refers to a CURSOR position on the DEERS Eligibility Inquiry Screen.

16. <u>Inquiry</u>. As it relates to DEERS, an automated search of the DEERS Eligibility Data Base for information upon which to determine the eligibility status of a beneficiary.

17. **Integer Field**. A field of data in which only integers 1 through 9 and 0 can be entered.

18. **Interface**. A component of the data set (modem).

19. **Line**. A row of characters; may be thought of as a line of text in a book.

20. **Menu**. A listing of activities or functions available to the operator of a DEERS CRT.

21. **Mode**. The operating state of the CRT video screen at a data station (for example, RCV = receive, NTL = control, or XMT = transmit).

22. **Modem**. Also called data set. "Modulates" outgoing data transmissions into signals compatible with telephone lines and "demodulates" incoming signals back into computer recognizable transmissions.

23. **No Hit**. A term used to indicate that a DEERS inquiry has been unable to identify the individual for whom the inquiry was made.

24. **Page**. 24 lines. The amount of data that can be displayed on the CRT video screen at one time.

25. **Prompt**. A message or guide that appears on the CRT video screen that directs the operator to enter specific information.

26. **Record**. One CRT video screen consisting of different fields of data.

27. **Record Number**. The number of records currently being displayed.

28. **Security Code**. A two-character code provided by the DEERS Program Office to the supervisor of each field site authorized to make DEERS inquiries. Proper use of this code will prevent unauthorized access to and use of the DEERS Eligibility System.

29. **Sign-Off**. Terminating use of a CRT video screen.

30. **Sign-On**. Initiating use of a CRT video screen.

31. **Site Code**. A six-character code provided by the DEERS Program Office that uniquely identifies each field site.

32. **Skip**. To pass without changing.

33. **UCA Summary Account Codes**. A two-character Uniform Chart of Accounts code used to classify, for accounting purposes, the type of medical or dental service requested. Refer to Figure 5-2 in this manual.

CHAPTER 1

INTRODUCTION TO DEERS

A. GENERAL

1. Introduction

a. The Defense Enrollment Eligibility Reporting System, DEERS, is a new system that affects everyone entitled to Uniformed Services benefits: the United States Army, Navy, Marine Corps, Air Force, Coast Guard, Commissioned Corps of the Public Health Service, and Commissioned Corps of the National Oceanic and Atmospheric Administration; active duty members and retirees, dependents, and survivors.

b. The potential for improvement in the management of Uniformed Services resources and benefits, as a result of DEERS, is extensive and far reaching. For the first time, there will be an accurate accounting of all those who are eligible for Uniformed Services benefits, not just sponsors. With this up-to-date data base on the Uniformed Services population, managers will be able to improve their planning, programing, budgeting, and allocation for many benefits, in such areas as health care, education, housing, child care, commissaries, exchanges, and facilities planning and construction, at both the headquarters and local levels.

c. Since DEERS contains active duty and retiree data, total force planning can be enhanced as the system expands to include interfaces with the data bases of the Reserves, National Guard, Selective Service, and the Military Enlistment Processing Command (MEPCOM).

d. The accomplishment of long-range DEERS goals will offer significant gains in administrative management and personnel services by reducing paperwork and increasing the accuracy of personnel data files. Furthermore, potential exists for extensive application in the planning and preparation for mobilization and contingencies.

2. Background

a. In 1974, Congress expressed concern about the Department of Defense's ability to control and allocate military health care resources and to minimize the fraudulent use of these resources. Congress provided study monies and directed the Department of Defense to initiate analyses to investigate the problem.

b. The Department of Defense operates one of the largest health care systems in the world. Care is provided directly, through more than 150 military hospitals and approximately 300 clinics worldwide, and indirectly, through the

Civilian Health and Medical Program of the Uniformed Services (CHAMPUS), a cost-sharing health insurance program. The beneficiary population, estimated to be between 9 and 12 million, includes active duty and retired members (both referred to as sponsors) of the Army, Navy, Marine Corps, and Air Force, and their dependents and survivors. In addition, legislative action and reciprocal agreements authorize the provision of health care to beneficiaries of the Department of Defense, United States Coast Guard (USCG), the Commissioned Corps of the United States Public Health Service (USPHS), and the Commissioned Corps of the National Oceanic and Atmospheric Administration (NOAA). This broadened system of reciprocal health care delivery is referred to as the Uniformed Services Health Care System.

c. The size and diversity of the beneficiary population make accounting for and allocating Uniformed Services medical resources complex and difficult. This situation was complicated by the lack of any system to accurately define the population demographically.

d. Congress directed the Department of Defense to initiate a program to improve the control and distribution of available military health care services, to improve the projection and allocation of costs for existing and future health care programs, and to minimize the fraudulent use of military health benefits by unauthorized persons. The Department of Defense recognized that such a program would require the establishment of a data base containing the identity and geographic location of all persons entitled to receive military health care services. This task was complicated by the fact that maintenance and availability of the requisite data were not standardized throughout the participating Uniformed Services.

e. The following examples illustrate the problems that confronted the Department of Defense. Dependent data for all of the Uniformed Services was not available in a central repository and existed primarily on separate source documents maintained in each service member's personnel file; full sponsor data files were not available to the Department of Defense from the USCG, USPHS, and NOAA; maintenance of the data that was available was not standardized; and there was no mechanism to combine the available sponsor and dependent data. An initial need, therefore, was the collection of this information from all participating Uniformed Services by a system that would permit its use in managing health benefits programs for members of the Uniformed Services and other authorized beneficiaries.

f. In 1975, the Military Health Care Study, a Presidentially commissioned effort, was conducted by the Department of Defense; the Department of Health, Education, and Welfare; and the Office of Management and Budget. Several of their recommendations focused on the conclusion that military health care planning and resources should be based primarily on the size and demographic characteristics of the population to be served. Implementation of their recommendations required the development of a system to collect and process beneficiary population information. In their supplemental report, the Military Health Care Study included an analysis on the potential benefits of an enrollment system in satisfying the need for a population data base. Paralleling this effort, the General Accounting Office (GAO) and the Defense Audit Service (DAS) recommended that action be taken to ensure that DoD health benefits were provided only to eligible beneficiaries. The GAO agreed that an enrollment/eligibility system would satisfy the intent of their recommendations.

g. From 1975 to July 1979, the Department of Defense conducted a series of studies and a demonstration project to establish the feasibility of alternative methodologies to support the enrollment/eligibility concept. Two objectives were identified. The first was to collect and provide, for management use, demographic and sociographic data on the population entitled to receive DoD health benefits; and the second was to substantially reduce the fraud and misuse of those benefits.

h. To satisfy these objectives, the Office of the Assistant Secretary of Defense (Health Affairs) (OASD(HA)), in coordination with the Office of the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics) (OASD(MRA&L)), established the DEERS Program in Fiscal Year (FY) 1979. They are now cosponsors of the program.

i. The DEERS Program Office was established in 1979 to manage the development and operation of DEERS. In September of that year, a contract to assist in the design, development, implementation, and maintenance of DEERS was awarded to Electronic Data Systems. Data collection for the initial phase of this system began in November 1979 in Uniformed Services facilities located in southeastern Virginia and northeastern North Carolina. Systems operations began in these facilities in February 1980. Since that time, the original objectives and scope of DEERS have been broadened to include the maintenance of eligibility status for other Uniformed Services benefits and the ability to interface with other DoD systems and programs.

3. Environment

a. Management. The Assistant Secretary of Defense (Health Affairs) (ASD(HA)) and the Assistant Secretary of Defense (Manpower, Reserve Affairs, and Logistics) (ASD(MRA&L)) establish policy for the DEERS Program. The authority for executing DEERS policy resides with the DEERS Program Manager in the DEERS Program Office. To assist the DEERS Program Office, the sponsors established a DEERS Steering Group to provide policy guidance and a DEERS Work Group to provide liaison with the Uniformed Services and DoD Components in the implementation and operation of DEERS. The contractor participates in an advisory capacity. Support also is provided by Work Group Committees of representatives from the DoD Components and the Uniformed Services in functional areas like personnel, medical, information dissemination, and automated data processing (ADP) and communications.

b. DEERS Systems. Implementation of DEERS required the development of the following component systems. These systems function as described below:

(1) The DD1172 Interface System provides source document control and converts beneficiary source data, transmitted on verified DD Forms 1172 (Application for Uniformed Services Identification and Privilege Card), to machine-readable media for input to the Enrollment System.

(2) The Enrollment System combines data from the DD1172 Interface System with sponsor records received on machine readable media from the Uniformed Services into an integrated data base. This system produces individual identification records for the Eligibility System and generates management and demographic reports.

(3) The Eligibility System provides beneficiary eligibility status to authorized users. This system includes the communications network and data base necessary to support users. It also produces management reports.

c. Interface Systems. DEERS is developing interfaces with other systems which will enable utilization of the DEERS data bases.

(1) DEERS and CHAMPUS

(a) CHAMPUS helps defray expenses for civilian health care rendered to authorized dependents of active duty Uniformed Services personnel, to retired Uniformed Services personnel and their authorized dependents, and to authorized dependents of deceased active duty and deceased retired personnel. CHAMPUS uses fiscal intermediaries (FIs) located around the country to process claims submitted by either the beneficiary or the provider of health services.

(b) In order to ensure that funds are expended only for services to eligible participants, DEERS eligibility confirmation is included in the CHAMPUS claims-processing operation. FIs access the DEERS data base for two applications: CHAMPUS claims development and CHAMPUS eligibility confirmation. These applications are discussed in sections B. and C. of Chapter 5.

(2) DEERS and TRIMIS

(a) In 1975, the Department of Defense initiated the Tri-Service Medical Information System (TRIMIS) Program. TRIMIS is a long-term program to aid medical personnel in the management of health care facilities. The TRIMIS Program will eventually integrate several medical information systems across all services. TRIMIS systems are initially scheduled for use at the larger military hospitals.

(b) DEERS and TRIMIS will provide unique benefits to the military medical community. The TRIMIS systems, currently in place or under development, include a pharmacy system, medical records system, laboratory system, and a patient administration system. Most TRIMIS systems have a requirement for demographic information. The majority of this information will be gathered by DEERS through its enrollment process, thereby minimizing the burden upon personnel for redundant data collection efforts.

(3) DEERS and the Uniformed Services Identification (ID) Card

(a) The Uniformed Services ID card is intended to provide positive identification of the cardholder to establish eligibility for certain benefits and privileges administered by the Uniformed Services. These entitlements include health care, the use of commissaries and exchanges, and welfare and recreation activities. The current ID system has received close scrutiny from the GAO and the DAS. These agencies have identified gross abuses in the present system and estimate that the fraudulent use of this card results in millions of misspent dollars annually. An inordinate number of these ID cards are either lost or stolen each year. Furthermore, the current card is easily altered and counterfeited.

(b) Congress has recommended strongly that improved control and accountability measures be implemented for validating benefit entitlements. These recommendations have included the strengthening of controls over the issue and recovery of ID cards and the linking of the ID card to DEERS for validation of entitlements.

(c) A new ID card system concept, the Real-Time Automated Personnel Identification System (RAPIDS), is under development. The RAPIDS-DEERS Interface is shown in Figure 1-1. It depicts a means for producing and issuing a computerized ID card at Uniformed Service installations. The on-line interface of the ID card process and DEERS will provide an effective means for reducing errors and the administrative burden. When tied to the computer, the production of the card ceases to be a time-consuming, error-prone process. Second, the ability to confirm entitlements through DEERS eligibility checks of the cardholder will assist in the attainment of improved management and control of the card itself. The on-line, two-way flow of data, as shown, will not only simplify ID card production, but also will ensure consistency of information on the ID card and in the data bases of DEERS. This is considered vital since the ultimate success of this program will be measured by the impact on those entitled to benefits administered by the Uniformed Services.

(d) RAPIDS will also have an off-line capability to produce cards and retain appropriate data. This data will be used for later entry into DEERS in case of primary system saturation or failure. This will preclude interruption of ID card processing. It is envisioned that this requirement can be fulfilled by incorporating a disc or tape-recording device with the ID card production equipment. In this manner, cards can be produced, and mirror-image ID card data can be recorded while equipment is operated in an off-line mode. Subsequently, the acquired data can be transmitted for batch entry into DEERS.

d. Facilities. Facilities for supporting the DEERS component systems and interfaces are described below:

(1) The DD1172 Interface System data conversion and source document control functions are performed by the contractor at the DEERS Enrollment Processing Center in Santa Barbara, California.

(2) The Enrollment System is managed by the Defense Manpower Data Center (DMDC), under the policy direction of the OASD(MRA&L). The Enrollment System Division of DMDC, located in Monterey, California, uses DoD computer resources housed at the Naval Postgraduate School, also in Monterey. A direct access storage capacity in excess of 3 billion bytes is required to support the Enrollment Data Base and to satisfy the Enrollment System overhead requirements.

(3) The Eligibility System is supported by two facilities. The East Coast Eligibility Center is located in Alexandria, Virginia, and uses one government-furnished Hewlett-Packard 3000 series 44 minicomputer and a series III minicomputer with 2 billion bytes of on-line storage. The West Coast Eligibility Center, which duplicates the hardware resources installed in Alexandria, Virginia, is located in Monterey, California. This center services Eligibility System needs originating west of the Mississippi River, while the East Coast Facility supports the eastern regions of the United States. The two Eligibility Centers, each with a full Eligibility Data Base, are linked together to provide backup support for DEERS queries in the event one of the computers is not

operating. The Eligibility System includes the telecommunications and voice network required to support all authorized users with on-line access to the DEERS Eligibility Centers. Defense Communications Agency (DCA) procedures and resources have been used when possible in designing and implementing the DEERS communications network.

(4) The DEERS Support Office (DSO), located in Monterey, California, reports to the DEERS Program Office and has contractual support. The DSO performs the functions of ensuring data integrity, conducting research, monitoring field maintenance, and providing customer relations. This office has access to the files created by all three component systems of DEERS.

B. PROJECT OVERVIEW

1. To ensure efficient and manageable implementation, and to ease the burden of the sponsors and dependents involved in initial enrollment, the continental United States (CONUS) was divided into 12 phases (see Chapter 2). The first phase was a test area in southeastern Virginia and northeastern North Carolina. Through this test, concepts of DEERS were refined and validated for implementation throughout CONUS. These concepts were further refined in North Carolina and the central West Coast during the summer and fall of 1980. Worldwide system implementation should be completed by FY 1984. Maintenance of the system is required on a continuing basis.

2. Each implementation phase consists of two parts. The first is the enrollment of beneficiaries. The second is confirming the eligibility of beneficiaries for health care. Members of the Uniformed Services are enrolled automatically. A sponsor with dependents must enroll all eligible dependents (including those under 10 years of age). Dependents are enrolled using procedures consistent with the completion of a DD Form 1172.

3. Retired service members who are entitled to retirement pay are automatically enrolled. However, they must enroll their eligible dependents. Survivors (a dependent spouse whose sponsor is deceased) must enroll themselves and their dependents. An enrollment packet is mailed to all known retirees and survivors receiving annuities in each phase as DEERS is implemented. Local installations shall be prepared to assist retirees and survivors in enrolling. An information dissemination effort shall inform all beneficiaries of the program and how individuals may enroll (see Chapter 6).

4. To reduce the administrative burden at Uniformed Service installations, contractor-furnished clerical employees (augmentees) are often provided by the DEERS Program Office during initial enrollment and eligibility checking to help enroll dependents and train base personnel (see Chapter 4). It is the responsibility of each command to use the temporary help effectively. Failure to do so may place an undue administrative burden upon the command.

5. After verification by a personnel officer, a copy of the DD Form 1172 is sent to the DEERS Enrollment Processing Center for data entry. The DEERS Enrollment Processing Center records the dependent data and transfers it from the DD Form 1172 to machine readable media for entry onto the Enrollment Data Base.

This information identifying eligible beneficiaries is matched with the sponsor data, and the Enrollment Data Base is updated. (The Eligibility Data Base, housed at both the East Coast and West Coast Eligibility Centers, then is updated with the data elements required to conduct an eligibility check.)

6. In order to minimize the redundancy of data collection efforts and storage requirements, as well as to maintain the integrity of the data base, personnel offices shall meticulously review and verify DD Forms 1172 and assist in their preparation as required.

7. Personnel offices at bases within the areas of implementation shall, on a continuing basis, prepare and verify DD Forms 1172 for all those who use the DD Form 1172 as an application for identification cards. Even though cards may not be issued in the enrollment process, verifying officers shall exercise the same degree of thoroughness for DEERS enrollment and maintenance as they would for card issuance, since both procedures establish entitlement to benefits. The eligibility for these benefits shall be based upon the information entered into DEERS from the DD Form 1172, matched with the automated system sponsor data from the Uniformed Services' personnel or finance systems. Experience has shown that enrollment of dependents is most successful when the commanding officer actively supports achieving 100 percent enrollment.

8. The second part of each phase, eligibility checking, has several functions. It provides for the confirmation of beneficiary eligibility for medical care. It provides a means to increase the reliability of the data base, and it also helps to identify those beneficiaries who have not enrolled.

9. Medical treatment facilities (MTFs) and dental treatment facilities (DTFs) shall check eligibility using either a cathode ray tube (CRT) terminal or telephone, depending upon traffic volume. Chapter 5 describes eligibility checking procedures at the MTFs and DTFs and by CHAMPUS. CHAMPUS eligibility checking shall be done through "on-line real-time" and "batch" computer-to-computer access. Chapter 7 documents the procedures required for the installation of telephones and CRT terminals.

10. Eligibility Centers on the East and West Coasts shall provide timely confirmation of beneficiary entitlement to MTFs and DTFs, CHAMPUS FIs, personnel offices, and other authorized users.

C. POTENTIAL APPLICATIONS

1. The establishment of the DEERS data base and communications network will provide planners and policymakers within the Uniformed Services organizations with a readily accessible source of information with which to determine requirements, budget, authorize, and allocate the resources necessary to deliver and monitor the benefits authorized to eligible beneficiaries.

2. DEERS will reduce the need for population demographic surveys. DEERS data can be integrated into population-based planning and simulation models for resource management systems, like those requiring population data for sizing programs and facilities, such as hospitals, base housing, schools, commissaries,

and exchanges.   The data will be available to base-level and headquarters managers.

3.   The potential exists for greatly facilitating the personnel management aspects of mobilization and contingencies.   DEERS could expedite, from a personnel management position and at a critical time, the mobilization of Guard and reserve units, ensuring their addition to the roles of the Eligibility Data Base.   During mobilization and contingencies, the Armed Services Medical Regulating Office can use DEERS as a means to transmit information on patients transferring between aeromedical staging facilities and hospitals.   At the same time, the system can be interfaced with the Uniformed Services' personnel systems for update and maintenance and to provide assistance in the evacuation and relocation of dependents.

4.   There also is potential for making great improvements in personnel administration.   Through the enrollment process, DEERS already has improved the accuracy of personnel files and master tapes.   Downstream, as the transmission of data is automated and as DEERS interfaces with the proposed new identification card system, significant time and money will be saved in personnel administration, data reduction, and maintenance.

5.   DEERS's extensive data bases, communications network, and on-line access have universal application in these and many other areas requiring interface for planning, programing, resource allocation, and eligibility verification.

RAPIDS — DEERS INTERFACE
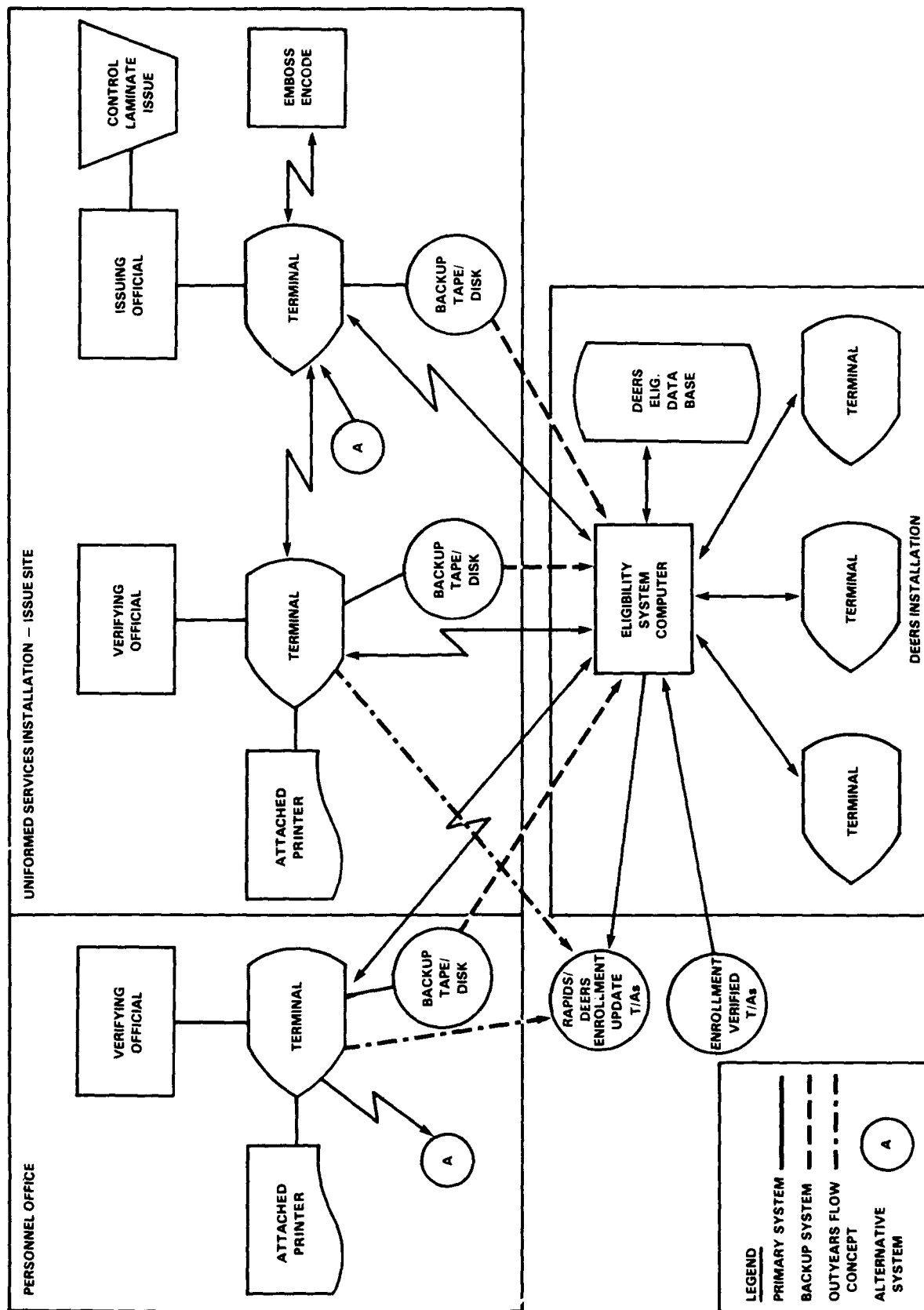
Figure 1-1

CHAPTER 2

IMPLEMENTATION

A. GENERAL

DEERS is scheduled to be implemented across CONUS by October 1982. This undertaking involves more than 9 million beneficiaries, all Uniformed Service personnel, medical, dental, finance, information, communications, and data processing functions, and CHAMPUS and its FIs. This chapter summarizes program results and outlines the plan for continued development and utilization of DEERS.

B. OBJECTIVES

1. DEERS has two objectives. The first is to collect and provide, for management use, demographic and sociographic data on the population entitled to receive DoD benefits; and the second is to substantially reduce fraud and misuse of these benefits. The initial application of DEERS is improved management of health care benefits. Expansion to other benefit areas is underway.

C. IMPLEMENTATION ACTIONS

1. DEERS will be implemented in CONUS through a geographically phased process. The planned implementation schedule is shown in Figure 2-1. Worldwide implementation should be completed by October 1984.

2. For each of the enrollment phases, a Lead Service has been designated by the DEERS Program Office. The Lead Service is that Uniformed Service having the greatest representation in the area. The responsibilities of the Lead Service are assigned by the DEERS Program Office and include Service coordination of all functional areas. Figure 2-2 lists Lead Service responsibilities for CONUS.

3. Prior to implementation of each enrollment phase, a DEERS Implementation Training Workshop shall be held at a strategic location in the area of consideration. Key Uniformed Service installation personnel for the specific phase, contractor personnel, DEERS Project Officers from the Washington, D.C., area, and selected personnel from previously implemented phases shall be present at these conferences. A general introduction to DEERS shall be provided. Functional committee meetings (personnel, medical, information, and communications/ADP) shall be held, during which specific implementation guidelines will be presented. Local, base-level Uniformed Service project and liaison officers for each functional area shall attend the training workshop for their phase. Funds for attending DEERS training workshops are the responsibility of each officer's Uniformed Service.

4. The first step in each phase of implementation is informing the beneficiaries in that area about the program and how to enroll in DEERS. Chapter 6 describes this effort in detail. To ensure successful enrollment,

information efforts must be timely and comprehensive throughout the affected geographic area. The information plan is implemented approximately 6 weeks before enrollment starts in each area. Information dissemination continues with scheduled releases of articles and saturation with information materials (such as posters and brochures) until about 45 days after the intensified enrollment period. Periodic updates shall be provided thereafter to ensure continued DEERS maintenance.

5. Simultaneously, with the initiation of information dissemination actions, the required systems communications network also must be determined. Because of the leadtime required, establishment of the communications network must begin early to give the many vendors adequate time to implement the necessary communications lines. The location of each CRT and each telephone must be determined for each facility before equipment can be ordered from communications vendors. An early start will ensure that the communications network can be installed in time for eligibility checking.

6. The next step is the enrollment of beneficiaries. For the system to be successful, all beneficiaries must be enrolled. Chapter 3 describes the steps for enrollment in detail. Beneficiaries basically fall into three categories: sponsors, dependents, and survivors.

7. Active duty and retired sponsors are automatically enrolled based upon information in the automated personnel and finance systems, respectively. These categories of sponsors must enroll their dependents by completing a DD Form 1172 and having it verified by a Uniformed Service verifying officer. Survivors, Medal of Honor winners, 100 percent disabled veterans, foreign military sponsors, eligible civilians, former members, and others eligible for benefits shall enroll themselves and their dependents by filling out a DD Form 1172. After these forms have been verified, the Uniformed Service verifying officer shall mail them to the DEERS Enrollment Processing Center.

8. The DEERS Enrollment Processing Center in Santa Barbara, California, has been established to record the data for dependents from the DD Form 1172. The Processing Center transfers these data to magnetic tape for entry into the Enrollment Data Base at DMDC.

9. The Enrollment Data Base is created by matching the existing automated files of sponsor and survivor data with the dependent data from the DD Forms 1172.

10. Data elements from the Enrollment Data Base are used at the two Eligibility Centers: one in Alexandria, Virginia, and the other in Monterey, California. These two centers provide beneficiary eligibility confirmation by voice phone and CRTs located in the direct care facilities, and through communication interfaces that provide patient eligibility confirmation to CHAMPUS FIs and TRIMIS interface sites. The eligibility checking shall begin in the direct care facilities in the DEERS areas approximately 3 months after enrollment begins.

D. CONUS SCHEDULE

1. The CONUS implementation schedule has 12 phases. Each phase covers an approximate 4-month period. The 1st month provides leadtime to get the field representatives (provided by the contractor) in the area and the augmentees on board. This is followed by a 3-month period of intensified enrollment. See Figure 2-3 for a map of the areas covered. Figures 2-4 and 2-5 further describe each phase.

2. Phase I, not shown on Figure 2-1, was the implementation of DEERS in southeastern Virginia and northeastern North Carolina. The purpose of the Phase I implementation was to develop the expertise to ensure that the CONUS implementation would proceed smoothly. In Phase I, expertise was developed in many areas, including enrollment procedures, MTF and DTF procedures, information dissemination, knowledge of data processing, and telecommunications procedures and capabilities.

3. Phases II through XII represent the remainder of the CONUS implementation of DEERS.

4. The boundaries of each phase were determined by such factors as population concentration of DoD health care beneficiaries and facilities, individual Service communication constraints, personnel resource availability, and operational parameters.

CONUS IMPLEMENTATION SCHEDULE *
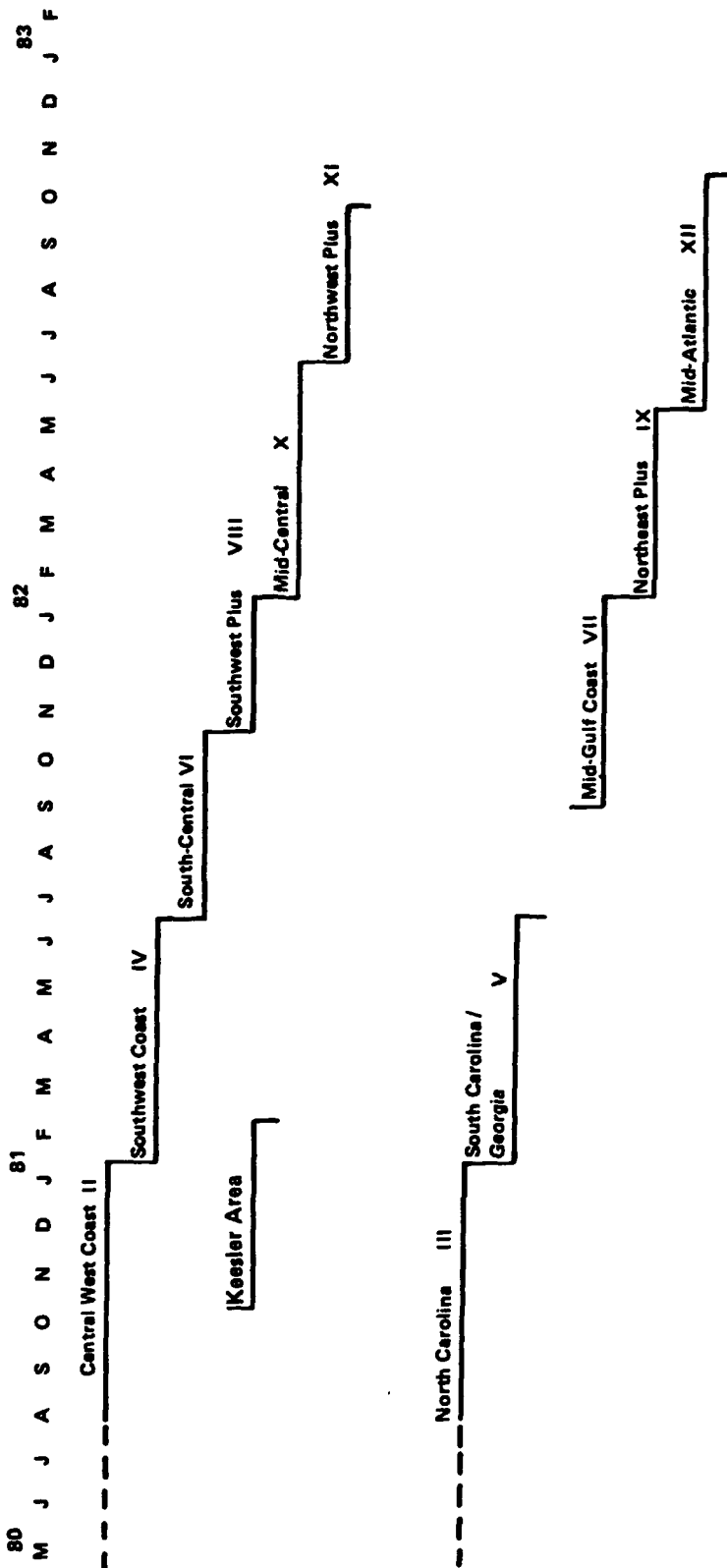
* PHASE I (NOT SHOWN) WAS THE IMPLEMENTATION IN SOUTHEASTERN VIRGINIA AND NORTHEASTERN NORTH CAROLINA DURING THE PERIOD NOVEMBER 1979 TO MAY 1980.

Figure 2-1

LEAD SERVICE RESPONSIBILITIES

The following Lead Service responsibilities have been assigned by the DEERS Program Office.

PHASE	LEAD SERVICE
I	Navy
II	Air Force
III	Army/Marine Corps
Keesler (DEERS/TRIMIS Project)	Air Force
IV	Navy
V	Army
VI	Air Force
VII	Navy
VIII	Army
IX	Navy/Air Force
X	Air Force
XI	Air Force
XII	OSD

Figure 2-2

DEERS IMPLEMENTATION SCHEDULE

NOVEMBER 1979 - MAY 1980   PHASE I
JUNE 1980 - DECEMBER 1980   PHASES II & III
OCTOBER 80 - JANUARY 1981   KEESLER AFB DEERS/TRIMIS
JANUARY 1981 - MAY 1981   PHASES IV & V
JUNE 1981 - SEPTEMBER 81   PHASE VI
SEPTEMBER 81 - DECEMBER 81   PHASE VII
OCTOBER 81 - JANUARY 1982   PHASE VIII
JANUARY 1982 - APRIL 1982   PHASE IX
FEBRUARY 1982 - MAY 1982   PHASE X
JUNE 1982 - SEPTEMBER 82   PHASE XI
MAY 1982 - SEPTEMBER 82   PHASE XII

Figure 2-3

2-6
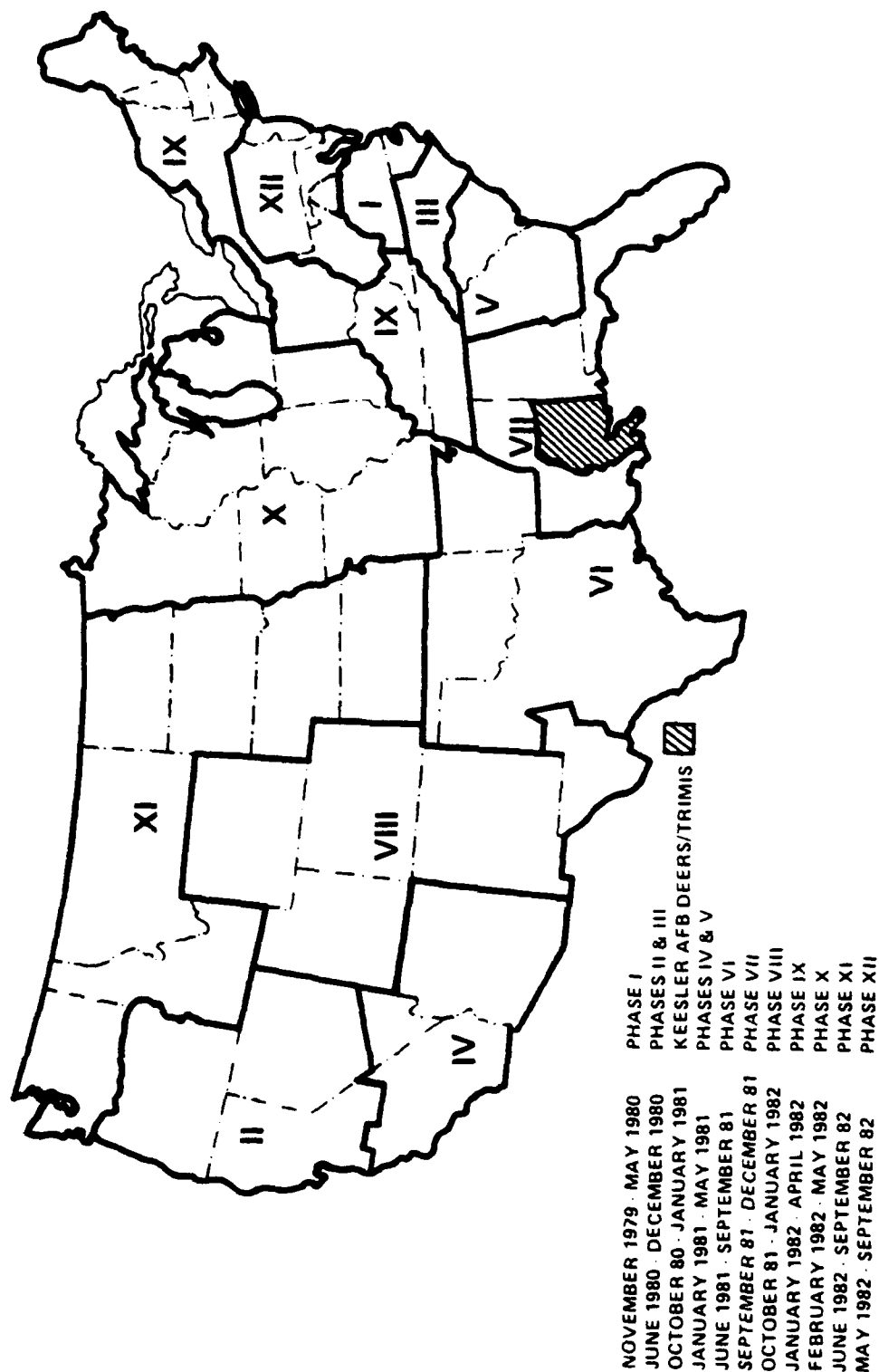
DESCRIPTION OF GEOGRAPHIC AREAS
FOR CONUS IMPLEMENTATION PHASES

The following is a description of the projected geographic areas for CONUS implementation of DEERS.

Phase I

Tidewater area encompassed the better part of Virginia, except the extreme southwestern part (zip codes 242, 243, and 246) and the northern Virginia counties near Washington, D.C. (zip codes 220 through 223, and 226). It also covered the northeastern portion of North Carolina (zip codes 275 through 279), except for the United States Army.

Phase II

Central West Coast covers northern California with the following zip codes: 932, 933, 936, 937, 939, 940, 941, and 943 through 961. It also includes the entire state of Oregon and all of Nevada except the following zip codes: 890 and 891.

Phase III

North Carolina covers the whole state except zip codes 275 through 279. NOTE: United States Army shall include zip codes 275 through 279 in Phase III. United States Air Force shall renew enrollment efforts in zip codes 275 through 279 in Phase III.

October 1980 through January 1981 DEERS and TRIMIS Coordinated Enrollment and Eligibility Checking Project

Keesler Air Force Base (expanded area to include Mississippi zip codes 390 through 396, and Louisiana zip codes 700, 701, 703, 704, 707, and 708).

Phase IV

Southwest Coast covers southern California with the following zip codes: 900 through 931, 934, and 935. It also includes Arizona and southern Nevada, with the zip codes 890 and 891.

Phase V

South Carolina and Georgia covers all of both states.

Figure 2-4

Phase VI

South-Central covers Oklahoma, Arkansas, and all of Texas except that part of western Texas identified by the following zip codes: 797, 798, and 799.

Phase VII

Mid-Gulf Coast covers all of the states of Florida, Louisiana, Mississippi, and Alabama (less those areas covered by the October 1, 1980 through January 1981 DEERS and TRIMIS Coordinated Enrollment and Eligibility Project).

Phase VIII

Southwest Plus covers the states of Wyoming, Utah, Colorado, and New Mexico. It also covers the following Texas zip codes: 797, 798, and 799.

Phase IX

Northeast Plus covers all of the states of Ohio, Kentucky, Tennessee, Virginia zip codes 242, 243, and 246, Vermont, New Hampshire, Massachusetts, Maine, Connecticut, Rhode Island, and all of New York, except the following zip codes: 100 through 109.

Phase X

Mid-Central covers the states of Minnesota, Wisconsin, Iowa, Missouri, Illinois, Michigan, and Indiana.

Phase XI

Northwest Plus covers the states of Washington, Idaho, Montana, North and South Dakota, Nebraska, and Kansas.

Phase XII

Mid-Atlantic covers the states of Pennsylvania, Maryland, Delaware, New Jersey, Washington, D.C., West Virginia, and Virginia zip codes 220, 221, 222, 223, and 226. Also includes New York zip codes 100 through 109.

Figure 2-4 (Continued)

THREE-DIGIT ZIP CODES LIST
FOR CONUS IMPLEMENTATION PHASES

TIDEWATER VIRGINIA - PHASE I

224 225 227 228 229 230 231 232 233 234 235 236 237 238 239 240
241 244 245 278 279

CENTRAL WEST COAST - PHASE II

893 894 895 897 898 932 933 936 937 939 940 941 943 944 945 946
947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 970
971 972 973 974 975 976 977 978 979

NORTH CAROLINA - PHASE III

270 271 272 273 274 275 276 277 280 281 282 283 284 285 286 287
288 289

KEESLER AFB AREA

390 391 392 393 394 395 396 700 701 703 704 707 708

SOUTHWEST COAST - PHASE IV

850 852 853 855 856 857 859 860 863 864 865 890 891 900 902 903
904 905 906 907 908 910 911 912 913 914 915 916 917 918 920 921
922 923 924 925 926 927 928 930 931 934 935

SOUTH CAROLINA/GEORGIA - PHASE V

290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305
306 307 308 309 310 312 313 314 315 316 317 318 319

SOUTH-CENTRAL - PHASE VI

716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731
734 735 736 737 738 739 740 741 743 744 745 746 747 748 749 750
751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766
767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782
783 784 785 786 787 788 789 790 791 792 793 794 795 796

Figure 2-5

MID-GULF COAST - PHASE VII

320 322 323 324 325 326 327 328 329 330 331 333 334 335 336 337
338 339 350 351 352 354 355 356 357 358 359 360 361 362 363 364
365 366 367 368 369 386 387 388 389 397 705 706 710 711 712 713
714

SOUTHWEST PLUS - PHASE VIII

797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812
813 814 815 816 820 821 822 823 824 825 826 827 828 829 830 831
840 841 843 844 845 846 847 870 871 873 874 875 877 878 879 880
881 882 883 884

NORTHEAST PLUS - PHASE IX

010 011 012 013 014 015 016 017 018 019 020 021 022 023 024 025
026 027 028 029 030 031 032 033 034 035 036 037 038 039 040 041
042 043 044 045 046 047 048 049 050 051 052 053 054 056 057 058
059 060 061 062 063 064 065 066 067 068 069 110 111 112 113 114
115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130
131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146
147 148 149 242 243 246 370 371 372 373 374 376 377 378 379 380
381 382 383 384 385 400 401 402 403 404 405 406 407 408 409 410
411 412 413 414 415 416 417 418 420 421 422 423 424 425 426 427
430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445
446 447 448 449 450 451 452 453 454 455 456 457 458

MID-CENTRAL - PHASE X

460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475
476 477 478 479 480 481 482 484 485 486 487 488 489 490 491 492
493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508
510 511 512 513 514 515 516 520 521 522 523 524 525 526 527 528
530 531 532 534 535 537 538 539 540 541 542 543 544 545 546 547
548 549 550 551 553 554 556 557 558 559 560 561 562 563 564 565
566 567 600 601 602 603 604 605 606 609 610 611 612 613 614 615
616 617 618 619 620 622 623 624 625 626 627 628 629 630 631 633
634 635 636 637 638 639 640 641 644 645 646 647 648 650 651 652
653 654 655 656 657 658

NORTHWEST PLUS - PHASE XI

570 571 572 573 574 575 576 577 580 581 582 583 584 585 586 587
588 590 591 592 593 594 595 596 597 598 599 660 661 662 664 665
666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681
683 684 685 686 687 688 689 690 691 692 693 832 833 834 835 836
837 838 980 981 982 983 984 985 986 988 989 990 991 992 993 994

Figure 2-5 (Continued)

MID-ATLANTIC - PHASE XII

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070  071  072  073  074  075  076  077  078  079  080  081  082  083  084  085
086  087  088  089  100  101  103  104  105  106  107  108  109  150  151  152
153  154  155  156  157  158  159  160  161  162  163  164  165  166  167  168
169  170  171  172  173  174  175  176  177  178  179  180  181  182  183  184
185  186  187  188  189  190  191  193  194  195  196  197  198  199  200  201
202  203  204  205  206  207  208  209  210  211  212  214  215  216  217  218
219  220  221  222  223  226  247  248  249  250  251  252  253  254  255  256
257  258  259  260  261  262  263  264  265  266  267  268
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Figure 2-5 (Continued)

CHAPTER 3

ENROLLMENT PROCEDURES

A. **GENERAL**

1. **Enrollment in DEERS is mandatory for all beneficiaries.** As shown in Figure 3-1 (page 3-44), all active duty personnel and retirees entitled to retirement pay are enrolled automatically by their parent Uniformed Service. However, Figure 3-2 (page 3-45) shows that <u>all dependents</u> (including children under 10) <u>must be enrolled</u> by their active duty or retired sponsor. In addition, selected sponsors (those who are issued a DD Form 1173, Uniformed Services Identification and Privilege Card) must enroll themselves and their dependents. Figure 3-2 also identifies how these beneficiaries become enrolled. An estimated 60 percent of all active duty enlisted and 80 percent of all active duty officer and retired personnel have dependents who must be enrolled. The majority of persons needing to be enrolled will be dependents of active duty sponsors. Enrollment for these persons is discussed in section B of this chapter. Procedures for enrolling retired personnel and survivors are in section C.

2. The initial or intensified enrollment period lasts a short period of time, usually 3 months or less. During this time, clerical support personnel (augmentees) are provided through the contractor to assist in enrollment. Detailed information concerning augmentees is in Chapter 4. The number of augmentees allotted to each installation is determined by an analysis of the number of beneficiaries to be enrolled. After the intensified enrollment period, personnel shall be enrolled under routine maintenance procedures on a continuing basis.

3. A field representative (provided by the contractor) is available to help coordinate the enrollment effort. It is important for Uniformed Service personnel to coordinate enrollment plans with the field representative. Failure to do so may result in a heavy burden for the local personnel after the augmentees have left. At least 1 month before enrollment begins, a field representative shall organize an initial meeting with the local base-level DEERS project officer and functional representatives from the personnel office, MTF and DTFs, communications office, functional information/public affairs office, supply office, data processing support, and pass-ID office in order to review procedures. Additional regular meetings of these representatives shall be held by the local DEERS project officer throughout the intensified enrollment period. When intensified enrollment is complete and facilities are in a maintenance mode, a field representative shall continue to make periodic visits to assist local personnel. Occasional meetings of the base-level project officer and the functional representatives still shall be held to ensure that maintenance procedures are being followed.

4. In addition to coordinating procedures for intensified enrollment and long-term maintenance, local base responsibilities for intensified enrollment include:

a. Establishing DEERS enrollment offices at enrollment sites.

b. Equipping DEERS enrollment offices with proper equipment, such as electric typewriters, typing desks, photocopy machines, and franked envelopes.

c. Establishing proper communication lines at all DEERS enrollment offices; phone lines should include several base lines and at least one AUTOVON line.

d. Obtaining a computer listing by unit of all active duty personnel with dependents that can be used to identify areas of concentration and to prepare lists to schedule each individual for enrollment.

e. Developing and initiating base maintenance procedures to ensure DEERS updates.

5. In addition to the phone lines provided by the local base, the DEERS Program Office shall provide a local commercial phone line.

B. ACTIVE DUTY DEPENDENT ENROLLMENT

No one method of enrollment of active duty dependents works for all Uniformed Service installations. For example, a facility with a centrally located personnel office is best suited for a single enrollment site. At installations that are geographically spread out, group enrollment at various units usually works best. At these bases, augmentees may travel to the individual units and assist the sponsors as a group. Other procedures that have worked well include scheduling individual appointments for sponsors. These schedules can be generated directly from the computer printout of those sponsors needing to enroll dependents. Another effective procedure is to appoint a DEERS project officer for each unit. It is important that dependents of new arrivals to the installation be enrolled. Procedures shall be established locally to ensure that an enrollment check is made as part of in-processing for new arrivals. This procedure shall be continued as part of the maintenance process.

C. RETIREE DEPENDENT AND SURVIVOR ENROLLMENT

1. General

a. During intensified enrollment periods, the DEERS Support Office (DSO), in coordination with the Army, Navy, Marine Corps, Air Force, and Coast Guard, shall mail enrollment packets to Army, Navy, Marine Corps, Air Force, and Coast Guard retirees entitled to retirement pay and to survivors (except for Navy) who are receiving annuities. These packets contain a Service-specific letter, a general description of DEERS, two DD Forms 1172, instructions for filling out the DD Form 1172 and enrolling dependents, and a self-addressed return envelope. Packets shall be sent to retirees and survivors during the intensified enrollment effort in their geographic area. See section E. for examples of packets and for details on how the Navy contacts survivors. The USPHS and NOAA are responsible for their own mailings.

b. Mailing labels for these packets shall be printed by DMDC from appropriate Service records. The Department of Defense shall provide the DD Forms 1172, the general description of DEERS, and the instructions for filling out the DD Form 1172. The Uniformed Services shall provide camera-ready copies of their letters and return envelopes; the Department of Defense shall print the letters and envelopes. The DSO shall assemble and mail the packets.

c. Retirees and survivors from the Army and Air Force can enroll dependents either by mail or in person by visiting their nearest parent Service installation. Retirees and survivors of the Navy, Marine Corps, and Coast Guard may visit Service installations for help in completing their forms, but these forms must be mailed to designated locations for each Service.

2. **Beneficiary Referrals**

a. Local enrollment offices may receive telephone calls or visits from individuals seeking information about DEERS. Many individuals have not received enrollment packets but think they may be entitled to benefits (for example, widows not receiving annuities). Local offices shall provide as much information as possible about DEERS.

b. DD Form 2269, the DEERS Beneficiary Referral Form (Figure 3-3, page 3-46), has been developed to facilitate responding to requests from individuals whose sponsors are from Uniformed Services other than the ones receiving the inquiry. The form may either be given to the contractor's field or maintenance representative or mailed to the address below:

> DEERS Support Office
> 2100 Garden Road, Suite B-2
> Monterey, California 93940

The DD Form 2269 shall be forwarded by the contractor representative or DSO to the appropriate Uniformed Service for action. Local reproduction of the DD Form 2269 is recommended.

D. **ENROLLMENT PROCEDURES**

1. **Base-Level Enrollment Procedures**

a. **General.** These special instructions shall be followed by the Uniformed Services when completing the DD Form 1172 (see Figure 3-4, page 3-47) for DEERS enrollment.

(1) Verifying procedures are those currently exercised by each parent Uniformed Service regarding ID card issuance; that is, if a DD Form 1173 is to be issued, refer to parent Service guidelines:

ARMY	–	AR 640-3, Effective June 15, 1980
NAVY	–	NAVMILPERSCOM INSTRUCTION 1750.1
MARINE CORPS	–	MCO P1750.6E
AIR FORCE	–	AF REGULATION 30-20
COAST GUARD	–	Personnel Manual (CG-207), section 18C
PUBLIC HEALTH SERVICE	–	Adheres to Navy regulations; contact Commissioned Personnel Division, USPHS
NOAA	–	All data prepared by NOAA headquarters

(2) Complete all blocks of the DD Form 1172 as instructed. Do not leave any block blank unless the specific instructions require it. If a block

does not apply, write "N/A". Otherwise, the form may be returned for completion, which will further delay enrollment.

(3) Active duty sponsors without dependents need not fill out a DD Form 1172. In the case of a joint marriage (two service members who have dependents), the sponsor upon whom the eligibility was or will be based for issue of DD Form 1173 should fill out the DD Form 1172 as sponsor. The active duty spouse of that sponsor should not be listed on the DD Form 1172 as a dependent.

(4) Sponsors must list all dependents, including those under age 10 in Section II of the DD Form 1172. If additional space is required, attach another DD Form 1172 or a supplemental page on plain paper. All supplemental pages must indicate sponsor's:

      (a) Full name
      (b) SSN or Service number
      (c) Branch of Service
      (d) Status

(5) Before attaching the additional page, the sponsor (or applicant if regulations permit) must sign the DD Form 1172. All additional pages must be verified.

(6) After verification, a copy of the completed and verified form shall be mailed to:

      DEERS Enrollment Processing Center
      Post Office Box 1328
      Santa Barbara, California 93101

(7) If DD Form 1172 is received at the DEERS Enrollment Processing Center with essential information missing or illegible or the form is unverified, it will be returned for correction or completion to the submitting officer. Currently, none of the dependents are enrolled until the form is corrected and returned in a new batch. The essential information follows:

Sponsor name	Relationship to sponsor
SSN or Service number	Date of birth
ZIP code	Privileges authorized
Sponsor status	MC effective date
Signature of sponsor	Verifying officer's signature,
Dependent name	title, and address

b. Completing the DD Form 1172

(1) Section I - Uniformed Service Sponsor

This section refers to the Uniformed Service sponsor, active duty or retired. (Survivors are sponsored by the deceased service member throughout the period of eligibility.) Because a dependent's eligibility is based on this information, this section must be complete and accurate. Check to make certain all information is in the correct block and is legible. If this

information is missing or illegible, the form shall be returned. Block numbers below refer to the 1979 version of the DD Form 1172.

Block 1.   NAME - Type, or print in ballpoint pen, the complete name of the sponsor as follows:

Last Name, First Name, Middle Initial. Do not use nicknames.

Example: Jones, Robert W.

Block 2.   SOCIAL SECURITY NUMBER - Write the nine-digit social security number (SSN) of the sponsor. If the sponsor never had an SSN and his or her records are filed by Service number, enter the Service number.

Examples: SSN 999-99-9999 or SVC No. 1234567

NOTE: This block requires absolute accuracy. If the wrong number is entered, the application shall be returned and processing shall be delayed.

Block 3.   GRADE - Enter abbreviation of current pay grade or rank.

Examples: E-3, O-4, SP5, M/SGT, 1LT, LCDR, MAJ, HMCS

Block 4.   HOME PHONE - Enter the area code and the number.

Examples: 202-0X4-4705 or
           408-696-0465

Block 5.   OFFICE PHONE - Enter the sponsor's office phone.

Block 6.   ADDRESS - Enter the sponsor's MAILING address. If this is a street address, enter the number, the street name, and any apartment number on the first line. Enter the city, state, and ZIP code on the second line. If this is a military Air or Army Post Office (APO) or Fleet Post Office (FPO), enter the address to conform with current instructions for APO or FPO usage.

Example: Family address: 99 Jones Road
                           Somewhere, AZ   93940

Block 7.   BRANCH OF SERVICE - Use only one of the following:

USA - Army
USN - Navy
USMC - Marine Corps
USAF - Air Force
USCG - Coast Guard
PHS - Public Health Service
NOAA - National Oceanic and Atmospheric Administration

Air National Guard - Spell out
National Guard - Spell out

NOTE: In the case of foreign military personnel, indicate
         sponsor's type of Service, that is, if sponsor is
         Royal Air Force, type or print "Royal Air Force,"
         not RAF.

Block 8.   STATUS - Check the appropriate box. If "other" is checked,
            indicate present status of sponsor in Block 60 on the reverse
            side of the DD Form 1172. Present status of sponsor may be
            indicated by code as follows:

TDRL   -   Temporary Disability Retirement List
FRMMR   -   Former Member (Navy/Marine Corps category
                 only)
FRMMR/DEC   -   Former Member deceased (Navy/Marine Corps
                 category only)
MH   -   Medal of Honor recipient
MH/DEC   -   Medal of Honor recipient deceased
DAV/DEC   -   100 percent disabled veteran deceased
CIV   -   Civilian
FP   -   Foreign personnel
FM   -   Foreign military
Reserve   -   Spell out
Lighthouse Service -   Spell out
American Red Cross -   Spell out

Example: In Block 60 for remarks, type or print comment such
          as "Block 8 Status - Civilian" or "Block 8 Status -
          CIV"

Block 9.   DATE OF EXPIRATION OF SERVICE OR CONTRACT - This is entered
            as follows:

                        YYYY MMM DD

YYYY - Use four digits for year
 MMM - Use three letters for month
  DD - Use two digits for day

Example: August 7, 1982 shall be entered as: 1982 AUG 07

NOTE: In cases where there is no termination date, enter
          "Indefinite."

Block 10. REASON FOR APPLICATION - Leave blank.

    (2) Section II - Dependents

          This section is for dependents who are being enrolled in DEERS.
The sponsor or applicant must list each dependent claimed for benefits.

NOTE: In the case of secondary dependents, where central service approval of dependency status is required, these dependents should not be enrolled until that approval is received.

Block 11.   NAME - Enter the dependent's name (last name, first name, middle initial). Do not use nicknames.

Example: Smith, Charles H.

ALSO, enter the dependent's SSN in this block. If that person does not have an SSN, mark the block with the notation "SSN-NONE".

Block 12.   RELATIONSHIP - Enter one of the following codes that best describes the relationship of the dependent to the sponsor.

Self/M	-	Self/male
Self/F	-	Self/female
H	-	Husband
W	-	Wife
UMW	-	Unmarried widow[1]
UMWR	-	Unmarried widower[1]
URW	-	Unremarried widow[2]
URWR	-	Unremarried widower[2]
D	-	Daughter
S	-	Son
SD	-	Stepdaughter
SS	-	Stepson
WARD/M	-	Ward/male
WARD/F	-	Ward/female
M	-	Mother (includes adoptive parent)
ML	-	Mother-in-law (includes adoptive parent)
F	-	Father (includes adoptive parent)
FL	-	Father-in-law (includes adoptive parent)
SM	-	Stepmother
SF	-	Stepfather

1   Unmarried widow/widower - A spouse who has married after the death of the sponsor and has had that marriage terminated by death, decree of divorce, or decree of annulment.

2   Unremarried widow/widower - A spouse who has never remarried or never legally remarried as in the case of an "AB INITIO" annulment. Spouses in this category would not lose their benefits. The definitions of unmarried widow/widower and unremarried widow/widower are also given on the DD Form 1172.

NOTE: If a dependent child is over the age of 21 and his or her entitlement continues due to temporary or permanent incapacity, or due to school enrollment, indicate this in the relationship block using these codes:

INCP – Incapacitated permanently
INCT – Incapacitated temporarily
SCH – Attending school (enter SCH, the name of the institution, and the expected date of graduation in Block 60.)

Block 13.   DATE OF BIRTH – Enter the dependent's date of birth as follows:

YYYY MMM DD

YYYY – Use four digits for year
 MMM – Use three letters for month
  DD – Use two digits for day

Example: August 3, 1947 shall be entered as: 1947 AUG 03

Block 14.   PRIVILEGES AUTHORIZED – This block is completed by the verifying officer. Use the following codes:

C – Commissary   EL – Exchange Limited
T – Theater   MS – Medical Care (Uniformed
EU – Exchange Unlimited   Services)
                         MC – Medical Care (civilian source)

Block 15.   CARD NO. ISSUED – Enter card number issued from card currently in possession. If no card, enter N/A.

Block 16.   ADDRESS – Complete this block as instructed for Block 6.

Block 17.   EYES – Leave blank.

Block 18.   HAIR – Leave blank.

Block 19.   MC EFFECTIVE DATE – MC (Civilian Medical Care) should be the same as indicated on the existing DD Form 1173 or what it would be if a card were being issued.

Block 20.   DATE ISSUED – Enter date of issue from card currently in possession. If no card, enter N/A.

Block 21.   HEIGHT – Leave blank.

Block 22.   WEIGHT – Leave blank.

Block 23.   EXPIRATION DATE – The card expiration date should be written here. If this date is not available, a card expiration date should be written in the block as if an ID card is being issued.

Blocks 24 through 36.   Complete as Blocks 11 through 23. Refer
Blocks 37 through 49.   to the instructions for each block.

NOTE: Blocks 24 through 36 refer to the second dependent for whom DEERS enrollment is made; blocks 37 through 49 refer to the third dependent for whom DEERS enrollment is made.

If Blocks 24 through 36 or Blocks 37 through 49 are not used, the block should be lined through and the notation "AND NO OTHERS" entered.

(3) Section III - Verification

Blocks 50 through 52.   This section is for verification of information supplied in Sections I and II. The personnel officer or other designated official must complete these blocks.

NOTE: Verifying officer must provide complete mailing address. Use street address, city, state, and ZIP code. Use abbreviations only for unit designation and state.

(4) Section IV - Issuing Agency

Need not be completed for DEERS enrollment unless the issuing agency is the verifying activity. This is normally completed only if an ID card is issued.

(5) Section V - Sponsor Statement

This section is the statement of the sponsor or applicant. It is a further explanation of the dependent's relationship to the sponsor.

Block 58.   MARITAL STATUS - Check the box that correctly states the marital status of the sponsor or applicant.

NOTE: Since there is no box for a single (never married) sponsor, write "NEVER MARRIED" in this entry, if applicable.

Block 58.a.   Complete this block if a dependent is claiming entitlement by reason of marriage. Enter the place, city and state, and the date of marriage. The data is entered as follows:

YYYY MMM DD

YYYY - Use four digits for year
MMM - Use three letters for month
DD - Use two digits for day

> Example: A marriage that took place in Monterey,
> California, on September 16, 1969, would be
> entered as:
>
> Monterey, California 1969 SEP 16

Block 58.b. through 58.h. If applicable, complete these blocks.

Block 59. DISPOSITION OF PREVIOUSLY ISSUED CARDS - Leave blank.

Block 60. REMARKS - This block is not to be used to list dependents. Dependents under the age of 10 should be listed on the front of the form to ensure that all of the necessary information is provided. If there is a need to explain a special dependent status from the front of the form (such as approval of secondary dependent status), the information must be clearly labelled to show which block is continued or explained.

> Example: Block 60 REMARKS:
>
> Block 8   -   Medal of Honor
> Block 12   -   SCH John Case, 999-99-9999, enrolled at University of Arizona, will graduate 1981 Jun
> Block 12   -   Dependency approval by Air Force Finance Center 1982 Jan 12

(6) Section VI - Statement of Conditions

This section contains a statement of conditions for DEERS enrollment and a penalty clause for fraud.

Block 61. DATE OF APPLICATION - Enter the date on DD Form 1172; it is completed as follows:

YYYY MMM DD

YYYY - Use four digits for year
MMM - Use three letters for month
DD - Use two digits for day

Example: April 14, 1980 is entered as: 1980 APR 14

Block 62. SIGNATURE - The sponsor signs in this block (see Uniformed Service directive).

c. Submitting the DD Forms 1172

(1) General

(a) Any DD Form 1172 that is sent to the DEERS Enrollment Processing Center must be legible, and each block must be dark enough to be microfilmed.

(b) Active duty personnel who have no dependents need not submit an enrollment DD Form 1172. They will be automatically enrolled from the Uniformed Service personnel files. A retiree without dependents should submit a DD Form 1172 indicating that he or she has no dependents. This procedure will allow the personnel offices to account for the mailing and to distinguish between nonresponse and no dependents.

(c) If verifying documentation, as required by parent Uniformed Service guidelines, is not presented, the DD Form 1172 will not be submitted. Do not submit an unverified DD Form 1172.

(d) If a card issue is involved, only the issuing office needs to submit the DD Form 1172. The submission of forms by both verifying and issuing officers doubles the data entry workload at the DEERS Enrollment Processing Center.

(e) All submissions shall be accompanied by a numbered and dated DEERS Batch Transmittal Form, the DD Form 2268 (Figure 3-5, page 3-49). This form is available through normal supply channels. Local reproduction is recommended, if necessary.

(2) Verifying Office Submission Procedures

(a) Batching. Use the following guidelines:

1 A batch shall not exceed 50 DD Forms 1172. Each batch must be accompanied by a DD Form 2268. If 50 forms have not been collected by each Friday, there is a mandatory requirement for all DD Forms 1172 to be batched and mailed every Friday. Multiple batches may be mailed in the same packet.

NOTE: When a family has more than three dependents and, therefore, more than one DD Form 1172 is required, count each form separately.

2 Each batch should contain only one type of DD Form 1172. The most current form is the DD Form 1172 dated Jan 1, 1979. Every effort shall be made to use only that form. In those few cases where the 1979 form is not available, and the older 1974 and 1972 forms are used, they must be batched separately.

3 A copy of each DD Form 1172 and the DD Form 2268 shall be maintained by the enrollment office in accordance with Uniformed Service guidelines. This procedure will allow recovery in the case of lost batches.

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<u>4</u> Prepare DD Form 2268 in accordance with instructions printed on the form. Additional guidelines follow.

<u>5</u> The batch of DD Forms 1172, together with the DD Form 2268, shall be sent via first class mail to the following address:

> DEERS Enrollment Processing Center
> Post Office Box 1328
> Santa Barbara, California   93101

    (b) Transmittal Number. The transmittal number on the DD Form 2268 shall be constructed as follows:

<u>1</u> Branch of Service (1 character).

A - Army	E - Public Health Service
N - Navy	I - National Oceanic and
M - Marine Corps	Atmospheric Administration
F - Air Force	O - Other
P - Coast Guard	

<u>2</u> UIC/PAS Code/RUC/OPFAC (8 characters).
If the UIC/PAS Code/RUC/OPFAC is less than 8 characters, precede it with zeroes.

<u>3</u> Unique Control Code.
Day of the year (Julian Day) (3 digits)
Batch number (3 digits) - Enter batch sequence number (001 to 999), beginning with 001 for each new day of the year

<u>Example:</u>

```
N   0 0 0 4 3 1 0 3     1 5 5     0 0 1
│   │                   │         │
│   │                   │         Batch number 1
│   │                   │
│   │                   June 3, 1980
│   │
Navy Personnel Support Detachment, Treasure Island (UIC 43103)
```

    (c) <u>Daily Log</u>. Each verifying office shall keep a log of each DD Form 2268 sent; this log will act as an audit file to ensure that batches were received by the DEERS Enrollment Processing Center.

    (d) <u>Lost Batch Recovery</u>. It is important that local enrollment offices have the capability to resubmit a lost batch. Therefore, enrollment offices shall maintain a duplicate copy of each batch (with DD Form 2268) or maintain the DD Form 2268 together with a list of sponsors whose DD Forms 1172 are in the batch. When acknowledgment of receipt (the Acknowledgement Report) is received from DEERS, those forms may be filed or disposed of in accordance with Uniformed Service guidelines.

(e) <u>Follow-up</u>. After a reasonable amount of time (about 4-5 weeks), the verifying officer should have received an acknowledgment of receipt. If not, he or she shall contact DSO, (408) 646-0465, or a contractor field or maintenance representative, to determine whether the batch has been received by DEERS. If no documents were received, the verifying officer shall resubmit a copy of the batch with a <u>duplicate</u> of the original DD Form 2268. Do not change the transmittal number. Write clearly in red ink "DUPLICATE" on the DD Form 2268. This will indicate to the DEERS Enrollment Processing Center that the follow-up procedure has been initiated.

(3) <u>Acknowledgment Procedures</u>

(a) <u>DEERS Forms Processing</u>. When a DD Form 2268 reaches the DEERS Enrollment Processing Center, the following information is checked and discrepancies noted:

<u>1</u> The actual number of DD Forms 1172 received equals the number of DD Forms 1172 forwarded.

<u>2</u> The branch of Service code and unique control code.

<u>3</u> Verifying officer's signature.

(b) <u>Acknowledgment Report</u>. An Acknowledgment Report (Figure 3-6, page 3-50) shall be made for every DD Form 2268 (and accompanying batch) received. The submitting office should receive this report in about 4 to 5 weeks. The report shall contain the following:

<u>1</u> Submitting activity address.
<u>2</u> Transmittal number.
<u>3</u> Number of DD Forms 1172 sent and received.
<u>4</u> Status of each DD Form 1172 in the batch.

Each DD From 1172 is listed by sponsor's name and social security number. If the DD Form 1172 passes the initial screening, the word "ACKNOWLEDGED" appears to the right on the report. If, however, the DD Form 1172 has been rejected, the reason is noted to the right of the internal control number (ICN) (see next page for explanation of ICN). Up to four error explanations may appear in this area. If the error pertains to a specific dependent listed on the DD Form 1172, that dependent's name will appear under the sponsor's name and the error code will appear to the right of the dependent's name (for example, BLANK-REL-TO SPSR).

Acknowledgment Reports are returned to the field along with DD Forms 1172 that require correction. When the submitting activity is different from that of the verifying office, only the Acknowledgment Report is sent to the submitting activity (submitting activity may be the ID card issuing office). The DD Forms 1172 that require correction are returned to the verifying office under cover of the memorandum at Figure 3-7 (DEERS FM 1, page 3-51). For the benefit of the submitting activity, a notation is made on the Acknowledgment Report that the DD Forms 1172 containing errors have been forwarded to the verifying officers for correction.

(c) _Verifying Officer's Action on Acknowledgment Report._ Verifying officers shall take the following action upon receipt of an Acknowledgment Report:

    <u>1</u> Verify transmittal log.
    <u>2</u> If needed, make corrections on the DD Forms 1172.
    <u>3</u> Return corrected DD Forms 1172 in a new batch.

The DEERS FM 1, used to transmit incorrect DD Forms 1172, identifies the specific error(s) needing correction. Verifying officers correct the errors by lining through the incorrect entries and writing the correct information above them. Where space is not adequate for a line-through correction, the verifying officers shall submit a new DD Form 1172 stapled to the incorrect DD Form 1172. Verifying officers must sign this new DD Form 1172. (Additional information on error resolution begins on page 3-16.) It is essential to return all DD Forms 1172 sent to verifying officers for correction, by sending them in a new batch to the following address:

        DEERS Enrollment Processing Center
        Post Office Box 1328
        Santa Barbara, California 93101

If the sponsor has transferred and the verifying officer cannot correct the error, he or she should forward the cover memorandum and erroneous DD Form 1172 to the sponsor's new unit for correction. It is <u>not</u> necessary to notify the processing center of this referral.

        (d) _Issuing Officer's Action on Acknowledgment Report._ The report is furnished for information only and action should be taken in accordance with Uniformed Service guidelines. (DEERS requires no further action.)

2. _DEERS Enrollment Processing_

    a. _Data Preparation at the DEERS Enrollment Processing Center._ Data preparation involves the manual processing of the DD Forms 1172 before the data is keystroked into the computer (data entry). Figure 3-8 (page 3-52) shows the processing center workflow.

    (1) _Mailroom Station._ The mailroom staff does an initial sort of mail received by implementation and nonimplementation areas. Having completed the sort, the clerk counts the number of documents received to verify the count submitted by the Uniformed Services.

    (2) _Internal Control Number (ICN)._ Each DD Form 1172 is assigned an ICN. The ICN is a unique number by which documents may be identified. The batch number portion of the ICN is assigned to correspond with the origin of the batch.

    ICN = YYJJJBBBSSS
                      3-digit Sequence number
                      3-digit Batch number
                      3-digit Day of year (Julian day)
                      2-digit Year
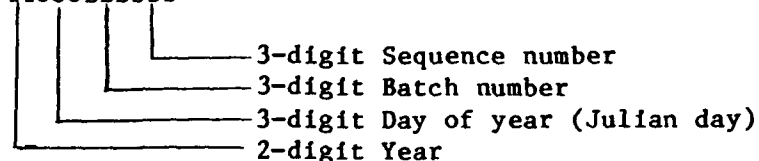
Batch numbers (BBB) are as follows:

Implementation area	000-199
Nonimplementation area	200-699
Error resolution	700-799
Various	800-899

(3) <u>Microfilm Station</u>. Every DD Form 1172 is microfilmed. This provides a permanent record of the document as received by the DEERS Enrollment Processing Center. If a document is illegible, it will not make a legible microfilm print and shall be returned for correction. A quality control check is made of the film to ensure that it is usable for research. If the film is illegible, the document shall be refilmed.

(4) <u>Screening and Coding Stations</u>. The DD Form 1172 first goes through a screening process in which the information on the form is read to make sure that all of the information needed for processing is present and that it is legible. The screener identifies DD Forms 1172 that have to be returned to the verifying officers for correction by making a green checkmark by the block that is incorrect and attaching the DEERS FM 1 that identifies the type of error. Since the DD Form 1172 was not designed for data entry, certain entries must be coded. They are:

(a) Pay grade
(b) Branch of Service
(c) Status
(d) Date of expiration of service
(e) Reason for application
(f) Relationship
(g) Marital status

b. <u>Data Entry at the DEERS Enrollment Processing Center</u>. Data entry is a two-step function:

(1) <u>Keying</u>. This step is the actual transportation of the data (or code equivalent) from the DD Form 1172 into the computer system. Documents containing errors are entered using a special code to indicate the reason for rejection. This entry is required to maintain batch integrity and daily inventories.

(2) <u>Selective Verification of Each Document</u>. This ensures accurate data entry. The following fields are key-verified (re-keyed) by a second operator.

(a) Sponsor: Last name
                   SSN

(b) Dependent: Last name
                   SSN (if applicable)
                   Relationship
                   Date of birth (DOB)

c. __Correspondence.__ After the data has been key verified, Acknowledgment Reports are generated for each batch. The DEERS Enrollment Processing Center transfers a magnetic tape to the DSO, where the Acknowledgment Report is produced. The Acknowledgment Report lets the submitting activity know the disposition of every DD Form 1172 received (see page 3-13).

3. __Resolution of Errors__

There is a need to correct errors that are identified during both enrollment and eligibility checking. The DSO researches and attempts to resolve these errors, which are classified as either processing or eligibility checking errors. Eligibility checks allow personnel in MTFs and DTFs, as well as CHAMPUS, to confirm individual eligibility for benefits against the DEERS data base. Queries (telephone and computer terminal) are made to two DEERS Eligibility Centers. Each center has a full Eligibility Data Base and services eligibility needs for approximately half of CONUS. The primary source of records for this Eligibility Data Base is an update transaction file received from the Enrollment System. Detailed information on eligibility checking is contained in Chapter 5.

a. __Errors Detected During DD Form 1172 Processing.__ Errors detected during DEERS enrollment processing can be further categorized into pre- and postdata entries.

(1) __Predata Entry__

(a) Problems arise in the tracking of batches from the Uniformed Service to the DEERS Enrollment Processing Center. DD Form 1172 batches received at the DEERS Enrollment Processing Center without DD Forms 2268 are difficult to account for and acknowledge.

(b) A second type of error occurs when DD Forms 1172 do not meet the minimum processing requirements. Before a DD Form 1172 can be keypunched, it must be legible and contain:

Sponsor name	Relationship to sponsor
SSN or Service number	Date of birth
ZIP code	Privileges authorized
Sponsor status	Verifying officer's signature,
Dependent name	title, and address
Signature of sponsor	MC effective date

Forms that do not contain this essential information are returned to the verifying officer with the DEERS FM 1. Currently, none of the dependents are enrolled until the DD Form 1172 is corrected and returned in a new batch to the DEERS Enrollment Processing Center (see page 3-13).

(2) __Postdata Entry__

(a) The most easily corrected error detected after data entry (given a valid DD Form 1172) is a keypunch error. All batches are verified after they have gone through data entry. The batch is re-keyed by another operator to ensure that critical fields of the DD Form 1172 are correct. This selective

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verification process corrects most of the keypunch mistakes made at the data entry site.

(b) Additional errors are found when the DD Form 1172 data are edited. Each week, the DSO receives a computer listing of these errors. DSO personnel locate the DD Form 1172 and correct most of these types of errors. Other types of errors are of a nature that require verifying officer correction.

(c) In some cases the verifying officer will need the DD Form 1172 to correct the error. A memorandum will be sent to the verifying officer explaining the specific error requiring correction. The DSO will send a memorandum, DEERS FM 2 (figure 3-9, page 3-53), to verifying officers if it appears that there is more than one spouse currently eligible for privileges. The verifying officer should identify the spouse who is no longer eligible for privileges, indicate the reason, note the ending effective date, sign the letter, and return it to the following:

> DEERS Support Office
> 2100 Garden Road, Suite B-2
> Monterey, CA 93940

(d) For all other errors that require verifying officer correction, the DD Form 1172 will be sent back to the verifying officer, accompanied by the cover memorandum DEERS FM 3, (Figure 3-10, page 3-54) identifying the type of error encountered. The verifying officer shall comply with the instructions on the cover memorandum and return the completed DD Forms 1172 to the following:

> DEERS Support Office
> 2100 Garden Road, Suite B-2
> Monterey, CA 93940

NOTE: The only DD Forms 1172 that should be sent to the DEERS Enrollment Processing Center in Santa Barbara are first-time submissions or DD Forms 1172 that have been returned with Acknowledgment Reports and DEERS FM 1. All other DD Forms 1172 should be returned to the DSO in Monterey.

b. Errors Detected During Eligibility Checking. When an eligibility check or query is made, it is possible that the eligible beneficiary may not be found on the file; this is called a "No Hit." This situation may be indicative of problems that escaped detection during the enrollment or maintenance phase. Several possibilities may cause a "No Hit":

(1) The DD Form 1172 was not submitted; it was submitted but not processed by the day of query; or it was submitted and returned, but has not been corrected and resubmitted by the verifying officer.

(2) The DD Form 1172 was submitted, but there was no sponsor found on the Enrollment Data Base. This could be a keypunch error during DD Form 1172 processing, an error on the Enrollment Data Base, or delays in the receipt or processing of the sponsor file.

(3) The SSN or Uniformed Service number was entered incorrectly during the query.

When an error is detected during an eligibility check in a medical or dental facility, MTF and DTF personnel will prepare a DEERS Enrollment Follow-up Form, DD Form 2270 (see page 5-18). This form, with the type of error noted, is given to the beneficiary with instructions to contact the sponsor's personnel office to correct the discrepancy. Personnel offices shall take appropriate action.

4. Subsequent Enrollment and Maintenance Procedures

After the initial enrollment of a sponsor and his or her dependents, events may occur that require modification to the information on file. An ID card usually will be issued as a result of that event. Prior to card issuance, a DD Form 1172 must be completed. Uniformed Service guidelines require submission of a copy of that DD Form 1172 to the DEERS Enrollment Processing Center. The data base will be modified upon receipt of that form. There are, however, instances in which no card will be issued. These have been categorized as add/terminate/change. This subsection describes procedures for making changes to the data base when no card is issued. (DD Forms 1172 submitted that do not contain all essential information shall be returned to the verifying officer for correction.)

a. **Add**. In situations in which a dependent is to be added to the file, as in the case of a newborn or an adoption, the personnel office shall submit a new DD Form 1172, marking an "A" in the left-hand margin by the new dependent's name.

Example: *Newborn Son*

A	11. NAME (Last - First - Middle Initial - SSN (if applicable)) Doe, John E.	12. RELATIONSHIP Son	13. DATE OF BIRTH (Yr., Mo., Day) 1980 Jan 02	14. PRIVILEGE AUTH 2/ C T EU MC MS	15. CARD NO. ISSUED N/A
	16. ADDRESS (Include ZIP Code) 1205 Maple St. Anytown, MA 03790	17. EYES	18. HAIR	19. MC EFFECTIVE DATE (Yr., Mo., Day) 1980 Jan 02	20. DATE ISSUED (Yr., Mo., Day)
		21. HEIGHT	22. WEIGHT	23. EXPIRATION DATE (Yr., Mo., Day) 1983 Jan 02	

b. **Terminate**. The "terminate" or termination of eligibility is the most critical of the three procedures. It provides the personnel office a means to terminate the eligibility of dependents and DD Form 1173 eligible sponsors. It is important to note that a terminate does not remove a dependent from the data base. Rather, it changes the status of the dependent from "eligible" to "ineligible," thus providing DEERS with the capability to record eligibility history for CHAMPUS.

(1) A terminate is submitted in the same general manner as the other procedures. A "T" shall be written in the left-hand margin next to the dependent's name. In addition, an entry shall be made in Block 60 indicating the name of the dependent, the effective date of the termination, and the reason. The two most important elements of information in a terminate are the new expiration date and the reason code for the date. In a divorce, for example, the new expiration date for the ex-spouse is that of the final divorce decree, as that date is usually different from the original card expiration date. Therefore, it is important to submit the new date in Block 60. The reason code that follows will reflect the reason for the new expiration date. In the case of a divorce, the reason code will indicate that the terminate is to be performed as a result of a divorce and that the expiration date reflects the expiration date for the privileges.

(2) The following reason codes shall be used for terminate transactions entered in Block 60, as shown in the subsequent example.

(a) DIV   Divorce - Enter the date that the divorce decree became final and, therefore, the date eligibility ended.

(b) RDV   Result of divorce - Enter the date that a dependent's eligibility (other than a spouse) changes as a result of divorce.

(c) DCM   Dependent (child) married - Enter the marriage date of the dependent and, therefore, the date eligibility ended for that dependent.

(d) DTH   Death - Enter the dependent's date of death and, therefore, the date eligibility ended.

(e) ESS   End of student status - Enter the date eligibility ended for a dependent due to the end of a student status.

(f) ETI   End of temporary incapacitation - Enter the date eligibility ended due to end of temporary incapacitation status.

(g) JTS   Joined the service - Enter the day prior to the dependent's entry on active duty and, therefore, the date eligibility ended. (Note this does not include reserve ACDUTRA/ROTC summer programs.)

(h) OTH   Other - Use for all other conditions not covered above. Explain in Block 60 and give the date eligibility ended for benefits.

Example: Divorce

T	11. NAME (Last - First - Middle Initial - SSN (if applicable)) Doe, Jane S.	12. RELATIONSHIP Wife	13. DATE OF BIRTH 1940 May 05	14. PRIVILEGE AUTH 1/ C T EU MC MS	15. CARD NO. ISSUED
	16. ADDRESS (Include ZIP Code) 1205 Maple Street Anytown, MA 03790	17. EYES	18. HAIR	19. MC EFFECTIVE DATE (Yr., Mo., Day) 1974 Mar 03	20. DATE ISSUED (Yr., Mo., Day)
		21. HEIGHT	22. WEIGHT	23. EXPIRATION DATE (Yr., Mo., Day) 1983 Aug 21	

60. REMARKS (List dependents claimed who will not be issued an ID Card. For each dependent provide name, date of birth, relationship to sponsor, SSN if applicable, and address if different from sponsor or applicant.)
Jane S. Doe - 1981 Jul 07 - DIV

NOTE: In cases in which a sponsor's eligibility is changed, that change is generated by the Uniformed Services and is automatically carried over to cover any family members.

c. Change. A change shall be submitted in cases in which the existing information on an individual needs to be corrected or updated. In this case, a new DD Form 1172 must be submitted. When submitting a change, write a "C" in the left-hand margin by the name of the dependent whose information is to be changed. When submitting a change, the personnel office shall follow the standard completion instructions outlined in this manual. (As discussed in subsection D.4., above, this section does not apply if a new ID card is issued as a result of the change.)

Example: Adoption of Child Originally Enrolled as "Ward/F"

C	11. NAME (Last - First - Middle Initial - SSN (if applicable)) Doe, Alice R.	12. RELATIONSHIP D	13. DATE OF BIRTH (Yr., Mo., Day) 1975 Sep 27	14. PRIVILEGE AUTH 1/ C T EU MC MS	15. CARD NO. ISSUED N/A
	16. ADDRESS (Include ZIP Code) 1205 Maple St. Anytown, MA 03790	17. EYES	18. HAIR	19. MC EFFECTIVE DATE (Yr., Mo., Day) 1981 May 09	20. DATE ISSUED (Yr., Mo., Day)
		21. HEIGHT	22. WEIGHT	23. EXPIRATION DATE (Yr., Mo., Day) 1984 May 08	

E. RETIREE AND SURVIVOR MAILINGS

1. As described in section C of this chapter, the DSO, in coordination with the Uniformed Services, shall mail a packet to retirees entitled to retirement pay and to survivors (except for Navy) receiving annuities who reside in a specified phase. These packets are mailed during the intensified enrollment period for a phase.

2. The following Uniformed Services shall provide magnetic tapes containing the addresses of all retirees entitled to retirement pay and survivors receiving annuities. The sources of these tapes are described below.

a. The Army labels are provided in tape format from the Army Finance Center in Indianapolis.

b. The Navy retiree labels are provided in tape format from the Navy Finance Center in Cleveland. The Naval Military Personnel Command, through separate mailings, takes care of Navy survivors and other categories of personnel such as widows, 100 percent disabled veterans, and Medal of Honor winners. See subsection E.3., below.

c. The Air Force labels are provided in tape format from the Air Force Finance Center in Denver.

d. The Marine Corps labels are provided in tape format from the Marine Corps Finance Center in Kansas City.

e. The Coast Guard labels are provided by the Information Systems Branch, United States Coast Guard Headquarters. The labels for surviving annuitants shall be created from the DEERS submission tapes.

f. The USPHS and NOAA are responsible for their own mailings.

3. Retirees entitled to retirement pay and survivors (except Navy) receiving annuities are mailed a postcard (page 3-22) on or about the same day that intensified enrollment begins in an area. About 1 week later, a packet explaining how to enroll dependents is mailed to these beneficiaries. (Navy survivors will receive a Navy postcard instead of the DoD postcard and packet. See page 3-27.) The inside cover of this packet contains a letter from the appropriate Uniformed Service and general information about DEERS. Two `DD Forms 1172 are included, along with instructions on how to complete the form and a return envelope. Samples of these materials follow:

RETIREE/SURVIVOR POSTCARD

DEERS Support Office

Office of the Assistant Secretary of Defense
(Health Affairs)
Suite B-2
2100 Garden Road
Monterey, California 93940

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE. $300

If not deliverable to addressee within
5 days please return to sender

DEFENSE ENROLLMENT ELIGIBILITY REPORTING SYSTEM

POSTAGE AND FEES PAID
DEPARTMENT OF DEFENSE
DOD-302

DEPARTMENT OF DEFENSE

Dear Health Benefit Recipient:

Within the next few weeks the Department of Defense will send you a packet requesting information. It is important that you give it your immediate attention. Your response will help improve your health benefits through better resource management and by helping to reduce fraud.

The packet contains information on the Defense Enrollment Eligibility Reporting System (DEERS). Your participation in DEERS is mandatory for maintaining future eligibility for receiving health benefits. DEERS is a fast new way of checking if a person is eligible for health care at military and Public Health Service hospitals and clinics, as well as those who qualify for care under the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS).

If you do not receive your packet within a month, write to:

DEERS Support Office
Suite B-2
2100 Garden Road
Monterey, California 93940

Please include your name, service (or sponsor's service), and mailing address. SECURE THE BENEFITS YOU'VE EARNED!

Office of the Assistant Secretary of Defense
(Health Affairs)

Defense
Enrollment
Eligibility
Reporting
System

DEERS Support Office

Office of the Assistant Secretary of Defense
(Health Affairs)
Suite B-2
2100 Garden Road
Monterey, California 93940

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, $300

If not deliverable to addressee within
5 days please return to sender

ARMY

EACH SERVICE'S PACKET
SHOWS THEIR OWN SERVICE —
ARMY, NAVY, MARINE CORPS,
OR COAST GUARD

Defense Enrollment Eligibility Reporting System

Secure the Benefits You've Earned!

What is DEERS?

DEERS is the Defense Enrollment Eligibility Reporting System. It is a new way of verifying who is entitled to health care at military and Public Health Service hospitals and clinics. It will also verify who qualifies for CHAMPUS benefits.

Who does DEERS affect?

Everyone in the military community. Active duty, retired, dependents and eligible surviving dependents of deceased members. Inactive duty reservists and their dependents will be affected by DEERS upon the member's reaching 60 years of age and becoming entitled to retirement pay.

What's in it for me?

Better care! The system will determine how many people in your community qualify for military health care. In turn, planners will be more effective in presenting to Congress the requirements for doctors, nurses, technicians, facilities, supplies, and equipment. In short, your health care system can be better tailored to your needs. Under DEERS, an individual's eligibility for military health care can be quickly verified, making it less likely that ineligible persons receive these benefits. DEERS will help reduce fraud, save tax dollars and improve your health care system.

How does DEERS work?

Once you are enrolled, your name goes into a computer. From then on, whenever you go to a military or Public Health Service hospital or clinic, your eligibility for service can be checked immediately. CHAMPUS will be able to plug into the system, too.

What do I have to do?

If You're. . .

A Retired Service Member Entitled to Retirement Pay . . .

You are automatically enrolled by your parent service but it is your responsibility to enroll your eligible dependents. Use the enclosed information to do so.

A Surviving Spouse . . .

An Eligible Surviving Dependent Other Than a Spouse . . .

It is your responsibility to enroll yourself and your dependents. Use the enclosed information to do so.

Defense Enrollment Eligibility Reporting System

DEPARTMENT OF THE ARMY
OFFICE OF THE ADJUTANT GENERAL
ALEXANDRIA, VA 22331

REPLY TO
ATTENTION OF   DAAG-PSI

Dear Sponsor:

A new program to verify those eligible for military health care benefits, the Defense Enrollment Eligibility Reporting System (DEERS), is being implemented in your area. On the right, you will find a description of this system and the form you will need to enroll your dependents. As a retiree, you are automatically enrolled in DEERS. However, it is your responsibility to enroll your dependents. If your military sponsor is deceased, then you must enroll yourself and your dependents.

Within 90 days, your local health care facilities will begin checking to insure through the DEERS program that those who receive medical treatment are properly eligible for medical care. Therefore, you are requested to complete the inclosed DD Form 1172 using the instructions provided. This form, along with copies of the necessary documentation that verify dependency, should be returned in the inclosed pre-addressed envelope. Required documentation consists of copies of marriage certificate, birth certificate (for each child), adoption papers, divorce decree, casualty report or death certificate for widows or widowers as appropriate and a copy of your retirement order. These documents will be returned to you after your enrollment form has been verified.

Dependent identification cards will not be issued as a result of your filling out the DD Form 1172. This form is being used only to enroll your dependents in DEERS. Please notify the installation that verifies and issues your dependent identification cards whenever there is a change in the status of your dependents either by birth, death, marriage, or divorce. When you do so, your DEERS information will be updated.

If you have any questions concerning your enrollment in DEERS, you may either phone the DEERS Processing Office of the base identified on the inclosed pre-addressed envelope or you may visit the base in person for assistance.

Thank you for your cooperation and assistance.

Sincerely,

WILLIAM P. BOCK
Major, GS
Chief, Installation and
Personnel Support Division

3-25

DEPARTMENT OF THE NAVY
NAVAL MILITARY PERSONNEL COMMAND
WASHINGTON, D.C. 20370

IN REPLY REFER TO

N-641E/
Pers-7313-hjt

Dear Navy Retiree:

A new system to verify those eligible for military medical care benefits will soon be implemented in your area. It is called the Defense Enrollment/Eligibility Reporting System (DEERS). On the right you will find a description of the system.

As a retiree, you are automatically enrolled in DEERS. However, it is your responsibility to enroll your dependents. You are requested to complete the enclosed DD Form 1172 using the instructions provided. The form, along with copies of any necessary documentation, should be returned in the enclosed self-addressed envelope. New identification cards will **NOT** be issued as a result of filling out the DD Form 1172.

You are requested to notify the Commanding Officer, Naval Reserve Personnel Center (Code 41), New Orleans, LA 70149, whenever there is a change in dependency status due to birth, death or divorce; and whenever there is a change in address.

If you have questions concerning DEERS, contact the Navy Personnel Support Activity Detachment at the nearest Navy installation, or write to the Commanding Officer, Naval Reserve Personnel Center (Code 41), New Orleans, LA 70149, or telephone area code 504-948-1832 or 1834.

Thank you for your cooperation and valuable assistance.

Sincerely,

D. A. BISHOP, LCDR
Head, Retired Personnel Support
Section

NAVY SURVIVOR POSTCARD

DEPARTMENT OF THE NAVY
NAVAL MILITARY PERSONNEL COMMAND
NMPC-641D
WASHINGTON, D.C. 20370

OFFICIAL BUSINESS
PENALTY FOR PRIVATE USE, $300

Defense
Enrollment
Eligibility
Reporting
System

DEERS

DEERS - what is it? The Defense Enrollment Eligibility Reporting System is a new way of verifying who is entitled to military benefits.

At this time many of your friends and neighbors may be receiving DEERS packets in the mail. Because you are a part of the Navy's Dependents Benefits Support System (DBSS), you will be automatically enrolled in DEERS from information recorded in the DBSS computer.

If any member of your household is eligible for benefits and did not receive a post card like this, or if you have any questions about DEERS, contact the Navy Personnel Support Detachment at the nearest military installation or write to Naval Military Personnel Command, NMPC-641D, Washington, D.C. 20370, or telephone area code 202-694-3355.

Thank you for your cooperation and valuable assistance.

Secure the Benefits
You've Earned

D. B. MANNING
Head, Benefits Eligibility Section

DEPARTMENT OF THE NAVY
HEADQUARTERS UNITED STATES MARINE CORPS
WASHINGTON, D.C. 20380

Dear Sponsor:

The Department of Defense is implementing a system for the purpose of enrolling those dependents who are eligible for benefits based on the sponsor's military service in the Defense Enrollment/ Eligibility Reporting System (DEERS).

DEERS is a Department of Defense sponsored project designed to provide a capability for management of benefits as the result of military service; curtail expenses due to fraud and lack of management information; improve the quality of service to the member, and establish the eligibility of beneficiaries who are entitled by law to health care from the Department of Defense Care system. A more complete description of DEERS is located at the right panel hereon.

As a retiree, you are automatically enrolled in DEERS; you must however, enroll your dependents. If you have no dependents, you are still asked to respond. If you are a survivor, you must enroll yourself as well as your dependents. To accomplish enrollment, it will be necessary for you to complete the enclosed DD Form 1172 and return it by using the addressed envelope which has been enclosed for your convenience. Detailed instructions have been included to assist in the completion of the DD Form 1172. Identification cards will <u>NOT</u> be issued as a result of your completing the DD Form 1172.

The need for your cooperation and prompt attention to this matter cannot be over emphasized. Enrollment is necessary if you are to avoid delays in receiving medical treatment from military hospitals.

Sincerely,

L. B. MIOSI
Major, U. S. Marine Corps
Head, Family Assistance/Retired and Veterans Affairs Section
Personal Affairs Branch
By direction of the Commandant of the Marine Corps

REPLY TO
ATTN OF

MPC
RANDOLPH AFB TEXAS 78148

Dear Air Force Retiree and Beneficiary

In the near future, enrollment into the Defense Enrollment
Eligibility Reporting System (DEERS) will commence in your
area. A description of DEERS is on the right.

If you are a retiree, you are already enrolled in DEERS;
however, you must enroll your dependents. If you have no
dependents, you are asked to respond indicating that you
have no dependents. If you are a survivor of a deceased
service member, you must enroll yourself as well as your
dependents.

How to Enroll

1. Complete the enclosed DD Form 1172 using the
   instructions provided.

2. The DD 1172, along with documents which support
   dependency should be returned in the enclosed
   self-addressed envelope.

3. Documents which must be enclosed include COPIES
   of marriage certificates, children's birth certifi-
   cates, divorce/separation decrees, casualty reports
   or death certificates for widows/widowers, certified
   COPIES of adoption papers, a COPY of the retired
   sponsor's retirement orders, a dependency determi-
   nation from AFAFC, if appropriate, and any other
   documents which support dependency.

If you have questions concerning DEERS or desire assistance
in completing the form, you may either phone the DEERS Pro-
cessing Office of the base identified on the enclosed self-
addressed envelope or you may visit the base in person for
assistance. Be sure to bring the supporting documents with
you.

We appreciate your assistance in this matter.

Sincerely

KENNETH L. PEEK, JR.
Major General, USAF
Asst DCS Mnpwr and
Pers for Mil Pers

3-29

DEPARTMENT OF TRANSPORTATION

UNITED STATES COAST GUARD

MAILING ADDRESS: G-PS-1
U.S. COAST GUARD
WASHINGTON, DC 20593
PHONE: 202-426-0276

5512

•Dear Sponsor:

In the very near future, procedures will begin in your area for enrolling those dependents who are eligible for benefits based on the sponsor's military service in the Department of Defense Enrollment Eligibility Reporting System (DEERS).

DEERS is a Department of Defense sponsored project designed to provide a capability for management of benefits as the result of military service; curtail expenses due to fraud and lack of management information; improve the quality of service to the member, and establish the eligibility of beneficiaries who are entitled by law to health care from the Department of Defense Health Care System. A more complete description of DEERS is located on the right panel.

As a retiree, you are automatically enrolled in DEERS. You must, however, enroll your dependents. If you are a survivor, you must enroll yourself as well as your dependents. To accomplish enrollment, it will be necessary for you to complete the enclosed DD Form 1172 and return it by using the addressed envelope which has been enclosed for your convenience. Detailed instructions have been included to assist in the completion of the DD Form 1172. Identification cards will <u>not</u> be issued as a result of your completing the DD Form 1172.

The need for your cooperation and prompt attention to this matter cannot be overemphasized. If questions arise, please call the Retired Affairs toll-free line (1-800-424-7950).

Sincerely

L. D. HOWELL
Lieutenant Commander, U. S. Coast Guard
Asst. Chief, Retired Military Affairs Branch
By direction of the Commandant

SPEED
LIMIT
55
It's a law we
can live with.

MEMORANDUM

TO   :   All Active Duty Officers/Retirees and Annuitants   DATE:
           of the Public Health Service Commissioned Corps

FROM   :   Director
           Commissioned Personnel Operations Division, OPM, OM, PHS

SUBJECT: Defense Enrollment Eligibility Reporting System

Recent surveys and reports indicate that many individuals receiving
medical care from uniformed services medical facilities (USMF) and
the Civilian Health and Medical Program for the Uniformed Services
(CHAMPUS) were not eligible for the services received. Often this
adversely impacts on those who are eligible for such care.

To correct this situation, the Department of Defense (DOD) has recently
announced the establishment of a Defense Enrollment Eligibility Reporting
System (DEERS). The Public Health Service (PHS), as a uniformed service,
will be a full participant in this system. This includes PHS medical
facilities, active duty and retired officers and their dependents, and
survivors of deceased officers.

The DEERS is a program which will ensure that only eligible persons
receive medical care at USMF and through CHAMPUS. This will be done by
enrolling all individuals entitled to such benefits and then verifying
each person's eligibility when medical care is requested. Whenever
the eligibility of a person requesting such care cannot be immediately
verified, medical treatment will be provided. However, if the person
is later found to be ineligible, they will be held liable to the Govern-
ment for the cost of the care. It is anticipated that the system will
eventually be used to plan and manage other privileges such as commissary
and post exchange services.

Implementation of the sponsor, person upon whom eligibility for DOD benefits
is based, data base is scheduled to occur in January 1981. You are requested
to participate in this effort by enrolling all of your dependents who are
entitled to medical care, commissary, or exchange benefits regardless of their
age.

Although it is essential that all sponsors be enrolled prior to January 1, 1981,
enrollment of dependents and the processing of DD Form 1172 will continue
beyond January 1 to ensure that all dependents are properly enrolled. Dependents
identification cards will not be automatically issued as a result of this action.
If you have dependents in need of identification cards, you should contact the
nearest PHS ID card issuing office.

Page 2 - All Active Duty Officers/Retirees and Annuitants of the
            Public Health Service Commissioned Corps.

The Department of Defense has recently changed the procedures for verifying
an individual's entitlements to benefits by requiring that legal documenta-
tion be provided. Therefore, copies of your marriage certificate, as well
as birth certificate for each dependent child, must accompany the DD Form
1172. For dependent parents you must complete and submit forms PHS-1637-2,
Dependency Certificate, and PHS-1637-3, Parent's Dependency Affidavit. If
you are the surviving spouse of an active duty or retired member you must
also include a copy of the member's death certificate and retirement orders,
if applicable. These documents will not be returned to you but will be
incorporated into your official personnel file.

Your cooperation and participation is essestial to safeguard your current
privileges. When DEERS is fully implemented, it is expected to reduce
substantially the administrative delays and over-crowding sometimes ex-
perienced at USMF. It should also improve the processing and payment of
CHAMPUS claims.

For these reasons, you are urged to assist us in our efforts to enroll
every dependent entitled to benefits by promptly completing and submitting
the enclosed DD Form 1172 along with the required documentation. If you
have any questions, please call Norman Chichester at (301) or FTS 443-4590.

                              Delbert A. Larson

Enclosures

UNITED STATES DEPARTMENT OF COMMERCE
National Oceanic and Atmospheric Administration
Rockville, Md. 20852

July 28, 1980   NC1:CB

Dear Sponsor:

Commencing 1 August 1980, procedures will begin for enrolling those dependents who are eligible for benefits in the Department of Defense Enrollment/Eligibility Reporting System (DEERS).

As a retiree, you will be automatically enrolled in DEERS by the Commissioned Personnel Division. You must, however, enroll your dependents. To accomplish enrollment, it will be necessary for you to complete the enclosed DD Form 1172 and return it by using the addressed envelope which has been enclosed for your convenience. Detailed instructions have been included to assist in the completion of the DD Form 1172. Identification cards will <u>not</u> be issued as a result of your completing the DD Form 1172.

The need for your cooperation and prompt attention to this matter cannot be overemphasized. If questions arise, please call the Commissioned Personnel Division, 301-443-8618 (collect).

Sincerely yours,

Joseph W. Dropp
Commander, NOAA
Chief, Commissioned Personnel
   Division

Enclosure

RETIREE/SURVIVOR INSTRUCTIONS FOR
FILLING OUT DD FORM 1172

Complete ALL blocks of DD Form 1172 as instructed on the following pages. This includes those blocks normally reserved for Issuing and Verifying Officers. If you do not have eligible dependents, please complete Section I and indicate "NO Dependents" in Block 11. If the form has essential information missing or cannot be read, it will be returned to you for correction, which will further delay enrollment. Remember to SIGN your name on the back of form in Block 62.

PLEASE TYPE OR USE BALL POINT PEN, NOT PENCIL.

Section I.

Block 1.   NAME - PRINT LAST NAME, FIRST NAME, MIDDLE INITIAL
           Example: Smith, John W.

Block 2.   SSN (SOCIAL SECURITY NUMBER) -
           Enter the 9-digit number with the dashes.
           Example: 999-99-9999
           If the sponsor never had an SSN and the records are filed by Service
           number, enter the Service number.
           Example: SVC #9999999

Block 3.   GRADE - Enter abbreviation for your current paygrade or rank.
           Example: E-5, O-4 or SP5, M/SGT, 1Lt.

Block 4.   Self-explanatory (including area code)

Block 5.   Self-explanatory (including area code)

Block 6.   ADDRESS - Enter the address where you are currently residing (including
           ZIP code).

Block 7.   BRANCH OF SVC - Show parent Uniformed Service as follows:

           Army - USA
           Navy - USN
           Marine Corps - USMC
           Air Force - USAF
           Coast Guard - USCG
           National Guard - spell out
           Air National Guard - spell out
           Public Health Service - PHS
           National Oceanic and Atmospheric Administration - NOAA

Block 8.   STATUS - Check the appropriate box. If "other" is checked, indicate
           present status of sponsor in Block 60 on the reverse side of the DD
           Form 1172. Present status of sponsor may be indicated by code as
           follows:

```
TDRL          - Temporary Disability Retirement List
FRMMR         - Former Member (Navy/Marine Corps category only)
FRMMR/DEC     - Former Member deceased (Navy/Marine Corps category only)
MH            - Medal of Honor recipient
MH/DEC        - Medal of Honor recipient deceased
DAV/DEC       - 100 percent disabled veteran deceased
CIV           - Civilian
FP            - Foreign personnel
FM            - Foreign military
Reserve       - Spell out
Lighthouse Service  - Spell out
American Red Cross  - Spell out
```

> Example: In Block 60 for remarks, type/print comment such as "Block 8
>   Status - TDRL."

Block 9. **DATE OF EXPIRATION OF SERVICE OR CONTRACT** - For retiree, show date of
retirement or date of death of sponsor. Enter in the following order:
> YEAR, MONTH, DAY
> Example: 1980-AUG-06

Block 10. **REASON FOR APPLICATION** - Leave blank.

Section II.

> NOTE: The sponsor or applicant must list each dependent claimed for benefits.

Block 11. **NAME** - Enter dependent's name (last name, first name, middle initial)
and SSN, if available.
> Example: Doe, John P. 999-99-9999

Block 12. **RELATIONSHIP** - Enter one of the following codes as appropriate:

```
Self/M    -    Self/male
Self/F    -    Self/female
H         -    Husband
W         -    Wife
UMW       -    Unmarried widow[1]
UMWR      -    Unmarried widower[1]
URW       -    Unremarried widow[2]
URWR      -    Unremarried widower[2]
D         -    Daughter
S         -    Son
SD        -    Stepdaughter
SS        -    Stepson
WARD/M    -    Ward/male
WARD/F    -    Ward/female
M         -    Mother (includes adoptive parent)
ML        -    Mother-in-law (includes adoptive parent)
F         -    Father (includes adoptive parent)
FL        -    Father-in-law (includes adoptive parent)
SM        -    Stepmother
SF        -    Stepfather
```

¹ Unmarried widow/widower - A spouse who has married after the death of the sponsor and has had that marriage terminated by death, decree of divorce, or decree of annulment.

² Unremarried widow/widower - A spouse who has never remarried or never legally remarried as in the case of an "AB INITIO" annulment. Spouses in this category would not lose their benefits. The definitions of unmarried widow/widower and unremarried widow/widower are also given on the DD Form 1172.

NOTE: If a dependent child is over the age of 21 and his or her entitlement continues due to temporary or permanent incapacity, or due to school enrollment, indicate this in the relationship block using these codes:

INCP - Incapacitated permanently
INCT - Incapacitated temporarily
SCH - Attending school (enter SCH, the name of the institution, and the expected date of graduation in Block 60.)

Block 13. DATE OF BIRTH - Enter in following order:

YEAR, MONTH, DAY
1967 AUG 06

Block 14. PRIVILEGES AUTHORIZED - See attached "ID CARD SAMPLE." Use the following codes as appropriate. Please disregard the comment "For Use of Verifying Officer" and complete all blocks in this column.

C - Commissary   EL - Exchange Limited
T - Theater   MS - Medical Care (Uniformed Services)
EU - Exchange Unlimited   MC - Medical Care (civilian source)

Block 15. CARD NO. ISSUED - See attached "ID CARD SAMPLE." Please disregard the comment "For Use of Issuing Officer," and complete all blocks in this column.

Block 16. ADDRESS - Enter the address where your dependent currently is residing (including ZIP code).

Block 17. EYES - Leave blank

Block 18. HAIR - Leave blank

Block 19. MC EFFECTIVE DATE - See attached "ID CARD SAMPLE"

Block 20. DATE ISSUED - See attached "ID CARD SAMPLE"

Block 21. HEIGHT - Leave blank

Block 22. <u>WEIGHT</u> - Leave blank

Block 23. <u>EXPIRATION DATE</u> - See attached "ID CARD SAMPLE"

Block 24. through 36.
Enter information for second dependent in the same way as for first dependent listed in items 11 through 23.

Block 37. through 49.
Enter information for third dependent in the same way as for first and second dependents.

NOTE: If you have more than three dependents, complete additional DD Forms 1172 or use a plain sheet of paper and attach it to the form. The same information is needed as in Blocks 11 through 23. Be sure to print or type sponsor's name and SSN on the additional page(s), and sign this page as well as DD Form 1172.

Section III.

Block 50. through 52. Leave blank

Section IV.

Block 53. through 57b. Leave blank

Section V.

Block 58. Check appropriate block, if applicable.

NOTE: Since there is no box for a single (never married) sponsor, write "NEVER MARRIED" in this entry. If applicable, complete the rest of Block 58.

Block 58a. Enter the place and date of marriage, if applicable.

Block 58b. through 58h. Check appropriate block.

Block 59. Leave blank

Block 60. <u>REMARKS</u> - This block is <u>not</u> to be used to list dependents. Dependents under the age of 10 should be listed on the front of the form to ensure that all of the necessary information is provided. If there is a need to explain a special dependent status from the front of the form, the information must be clearly labelled to show which block is continued or explained.

Section VI.

Block 61. DATE - Print or type date

Block 62. SIGNATURE OF SERVICE SPONSOR OR APPLICANT - DO NOT FORGET YOUR SIGNATURE!!!

Your dependent's enrollment form is now complete. It should be mailed in the enclosed envelope along with documents indicated in the following section. (Instructions mailed to retirees and survivors will have the "Additional Instructions" section for either the "Navy, Marine Corps, and Coast Guard" or the "Army and Air Force," as appropriate.)

ADDITIONAL INSTRUCTIONS FOR NAVY, MARINE CORPS, AND COAST GUARD SPONSORS

In order to verify your dependent's DEERS enrollment form, it is necessary to review the dependent's information currently reflected in your official records. If the information provided on the DD Form 1172 you have just completed matches that information currently in your record, no additional documents or paperwork is required. However, if you have added or changed a dependent since you last updated your record, then clear, legible copies of such legal documents as a marriage certificate, divorce decree, birth certificates (additional children), and adoption decree, as applicable, should be forwarded with your completed DD Form 1172. If you are not sure whether your record currently reflects your dependents, copies of those legal documents listed above should be included.

Furthermore, if the information contained in your service record does not verify the dependents you have submitted for enrollment in DEERS, the necessary legal documents will be requested by separate correspondence.

Listed below are the legal documents required to verify dependency:

1. Retirement orders (or DD Form 214, Certificate of Release or Discharge from Active Duty)

2. Marriage certificate

3. Birth certificates of children

4. Death certificate of deceased sponsor

5. Certified copy of court order for adoption

6. Final divorce order/decree

7. Copy of court order establishing paternity (illegitimate children)

8. Statement from licensed physician or medical officer indicating physical handicap and period of incapacity (dependent children over 21 years old who are incapacitated); if USN or USMC dependent, then parent Service letter of authorization is required.

9. Certificate of ineligibility for social security from the Social Security Administration (dependents over 65 years old who are ineligible for social security).

10. DD Form 1300, Report of Casualty - required for widows and surviving children.

11. Certificate of enrollment from school registrar for dependent children over 21.

ADDITIONAL INSTRUCTIONS FOR ARMY AND AIR FORCE SPONSORS

The documents listed below must be visually reviewed to verify dependency. Copies of appropriate documents should be forwarded with your completed DD Form 1172.

1. Retirement orders (or DD Form 214, Certificate of Release or Discharge from Active Duty)

2. Marriage certificate

3. Birth certificates of children

4. Death certificate of decreased sponsor

5. Certified copy of court order for adoption

6. Final divorce order/decree

7. Copy of court order establishing paternity (illegitimate children)

8. Statement from licensed physician or medical officer indicating physical handicap and period of incapacity (dependent children over 21 years old who are incapacitated); if USN or USMC dependent, then parent Service letter of authorization is required.

9. Certificate of ineligibility for social security from the Social Security Administration (dependents over 65 years old who are ineligible for social security).

10. DD Form 1300, Report of Casualty - required for widows and surviving children.

11. Certificate of enrollment from school registrar for dependent children over 21.

I.D. CARD SAMPLE

Enter in block 15. CARD NO. ISSUED

Enter in block 20. DATE ISSUED

Enter in block 23. EXPIRATION DATE

Enter in block 14. PRIVILEGE AUTH

PHOTO	1. CARD NUMBER		
	2. ISSUE DATE		3. EXPIRATION DATE
	4. ISSUED TO		
	COLOR 5. EYES	COLOR 6. HAIR	7. HEIGHT 8. WEIGHT
DATE OF BIRTH 9. OF BEARER	GRADE & NAME 10. OF SPONSOR		
SERVICE & STATUS 11. OF SPONSOR	SERVICE # 12. OF SPONSOR	Authorized Patronage Theater Exchange Limited Commissary Unlimited	

If 'YES' include 'MS' in block 14.

If 'YES' include 'MC' in block 14.

Enter in block 19. MC EFFECTIVE DATE

15. MEDICAL CARE FACILITIES AUTHORIZED	
a. UNIFORMED SERVICES	b. CIVILIAN (if yes, give effective date)
16. PLACE OF ISSUE	
17. Issuing Officer	SIGNATURE
	TYPED NAME AND GRADE

NON TRANSFERABLE – VOID IF ALTERED

PROPERTY OF UNITED STATES GOVERNMENT

| WARNING: USE OF THIS AUTHORIZATION BY OTHER THAN PERSON NAMED THEREON, OR ANY USE IN VIOLATION OF PROVISIONS OF DEPENDENTS' MEDICAL CARE ACT OF 1956 RENDERS USER LIABLE FOR PROSECUTION UNDER APPLICABLE FEDERAL LAWS PERTAINING TO FALSE STATEMENTS. (18 USC 1001) | IF FOUND, DROP IN ANY MAIL BOX

POSTMASTER, RETURN TO DEPARTMENT OF DEFENSE WASHINGTON, D.C. 20301 |
|---|---|
| DD FORM 1173 1 Mar 61 | UNIFORMED SERVICES IDENTIFICATION & PRIVILEGES CARD |

DD FORM 1172

SECTION II – PERSONS FOR WHOM IDENTIFICATION CARDS ARE REQUESTED (INCLUDE YOURSELF WHEN APPLICABLE) (List dependents claimed who will not be issued ID Cards in Section V Item 60)			FOR USE OF VERIFYING OFFICER	FOR USE OF ISSUING OFFICER
11. NAME (Last First Middle Initial) SSN (if applicable)	12 RELATIONSHIP	13 DATE OF BIRTH (Yr Mo Day)	14 PRIVILEGE AUTH 1/	15 CARD NO ISSUED
16. ADDRESS (Include ZIP Code)	17 EYES	18 HAIR	19 MC EFFECTIVE DATE (Yr Mo Day)	20. DATE ISSUED (Yr Mo Day)
	21 HEIGHT	22 WEIGHT	23 EXPIRATION DATE (Yr Mo Day)	
24 NAME (Last First Middle Initial) SSN (if applicable)	25 RELATIONSHIP	26 DATE OF BIRTH (Yr Mo Day)	27 PRIVILEGE AUTH 1/	28 CARD NO ISSUED
29 ADDRESS (Include ZIP Code)	30 EYES	31 HAIR	32 MC EFFECTIVE DATE (Yr Mo Day)	33 DATE ISSUED (Yr Mo Day)
	34 HEIGHT	35 WEIGHT	36 EXPIRATION DATE (Yr Mo Day)	
37 NAME (Last First Middle Initial) SSN (if applicable)	38 RELATIONSHIP	39 DATE OF BIRTH (Yr Mo Day)	40 PRIVILEGE AUTH 1/	41 CARD NO ISSUED
42 ADDRESS (Include ZIP Code)	43 EYES	44 HAIR	45 MC EFFECTIVE DATE (Yr Mo Day)	46 DATE ISSUED (Yr Mo Day)
	47 HEIGHT	48 WEIGHT	49 EXPIRATION DATE (Yr Mo Day)	

1/ Abbreviated Privileges i.e C –Commissary, Exchange EL Limited EU Unlimited, T –Theater MC –Medical Care in Civilian Facilities, MS –Medical Care in Uniformed Services Facilities.

INSTRUCTIONS FOR OBTAINING CERTIFIED COPIES OF REGISTERED PERSONAL DOCUMENTS

If you do not have appropriate documentation proving the relationship of your dependent or dependents, certified copies of registered personal documents (such as certificates of birth, adoption, marriage, divorce, and death) can be obtained by writing to the state where the event was registered (or State Department for children born overseas to U.S. citizens). An example of an application for a certified copy of a birth certificate follows the list of addresses.

Note: States usually charge a fee for this service. The list of addresses included in the retiree/survivor mail-out packet will show the latest available prices.

WRITE TO: Bureau of Vital Statistics
          State Department of Health

AT THE ADDRESS SHOWN BELOW:

State	Address	ZIP Code
Alabama	Montgomery	36130
Alaska	Dept. of Health and Welfare Pouch H-02G, Juneau	99811
American Samoa	Registrar of Vital Statistics, Pago, Pago	96799
Arizona	P.O. Box 3887, Phoenix,	85030
Arkansas	4815 West Markham St., Little Rock	72201
California	410 N. St., Sacramento	95814
Canal Zone	Panama Canal Commission, APO Miami	34011
Colorado	4210 East 11th Ave., Denver	80220
Connecticut	79 Elm St., Hartford	06115
Delaware	State Health Bldg.	19901
D.C., Wash	615 Pennsylvania Ave, N.W.	20004
Florida	P.O. Box 210, Jacksonville	32231
Georgia	47 Trinity Ave., S.W., Atlanta	30334
Guam	Dept. of Public Health and Social Service, P.O. Box 2816, Agana	96910
Hawaii	P.O. Box 3378, Honolulu	96801
Idaho	Statehouse, Boise	83720
Illinois	535 W. Jefferson St., Springfield	62761
Indiana	1330 West Michigan St., Indianapolis	46206
Iowa	Des Moines	50319
Kansas	6200 S. Topeka Ave., Topeka	66620
Kentucky	275 East Main St., Frankfort	40601
Louisiana	P.O. Box 60630, New Orleans	70160
Maine	State House, Augusta	04333
Maryland	P.O. Box 13146, Baltimore	21203
Massachusetts	Rm. 103 Ashburton Place, Boston	02108
Michigan	3500 North Logan St., Lansing	48914
Minnesota	717 Delaware St., S.E., Minneapolis	55440
Mississippi	P.O. Box 1700, Jackson	39205
Missouri	Jefferson City	65101
Montana	Helena	59601

State	Address	ZIP Code
Nebraska	Lincoln Building, Lincoln	68509
Nevada	Capitol Complex, Carson City	89710
New Hampshire	61 South Spring St., Concord	03301
New Jersey	Box 1540, Trenton	08625
New Mexico	P.O. Box 968, Santa Fe	87503
N.Y. State	Empire State Plaza, Albany	12237
N.Y. City	125 Worth St., New York	10013
North Carolina	P.O. Box 2091, Raleigh	27602
North Dakota	Bismark	58505
Ohio	G-20 Ohio Departs. 65 South Front St. Columbus	43215
Oklahoma	P.O. Box 53551, Oklahoma City	73105
Oregon	P.O. Box 116, Portland	97207
Pennsylvania	101 South Mercer St., P.O. Box 1528 New Castle	16103
Puerto Rico	Department of Health, San Juan	00908
Rhode Island	Rm. 101 Health Bldg., 75 Davis St., Providence	02908
South Carolina	2600 Bull St., Columbia	29201
South Dakota	Pierre	57501
Tennessee	Cordell Hull Bldg., Nashville	37219
Texas	1100 W. 49th St., Austin	78756
Utah	150 W. North Temple, Salt Lake City	84110
Vermont	State House, Montpelier	05602
Virginia	James Madison Bldg. Box 1000, Richmond	23208
Virgin Islands	Registrar of Vital Statistics,	
St. Thomas	St. Thomas or	00820
St. Croix	St. Croix	00820
Washington	P.O. Box 9709, Olympia	98504
West Virginia	State Office Bldg. No. 3, Charleston	25305
Wisconsin	P.O. Box 309, Madison	53701
Wyoming	State Office Bldg., Cheyenne	82002
Trust Territory of the Pacific Islands	Director, Medical Services, Saipan, Mariana Islands	96950
	25¢ + 10¢ per 100 words. Make check payable to Clerk of Court. Air Mail postage suggested	

For Children Born Overseas to U.S. Citizens, write to

        Authentication Office
        21st Street and Virginia Ave, N.W.
        Washington, D.C.   20025

Overseas Births — Passport Services, State Department,
        Washington, D.C.   20524
        Use either Form FS 250 (Long Form) or
        FS 545 (Short Form). Make check payable
        to Department of State

        Note: Some instruction sheets contain the
               incorrect ZIP code "40524" for this
               address; 20524 is correct.

EXAMPLE OF AN APPLICATION FOR OBTAINING
A CERTIFIED COPY OF A BIRTH CERTIFICATE

Please type or print clearly

Name at Birth _____ Birth Order
          First   Middle   Last   of Child _____
          First   Middle   Last   1st, 2nd, etc.

Date of Birth _____ Race _____ Sex _____
          Month   Day   Year

Place of Birth _____ City _____ State _____

Parents _____ _____
         Father's Name   Mother's Maiden Name

Number of copies wanted _____ Certificate Number, if known _____
Purpose for   Relationship
which needed? _____ to child? _____

   Signature _____

   Address _____
         Number   Street   City   State   ZIP

AUTOMATIC ENROLLMENT PROCEDURES

	ACTIVE DUTY	RETIRED	DEPENDENTS OF RETIRED AND OTHER BENEFICIARIES
ARMY	Data elements extracted from military personnel automated files	Data elements extracted from finance automated files	Not automatic
NAVY	Same as above	Same as above	Not automatic
MARINE CORPS	Same as above	Same as above	Not automatic
AIR FORCE	Same as above	Same as above	Not automatic
COAST GUARD	Data elements extracted from Coast Guard computer systems	Data elements extracted from Coast Guard finance computer systems	
PUBLIC HEALTH SERVICE	Data elements extracted from personnel files and sent via tape by Commissioned Officers Systems Branch	Same as active duty	Not automatic
NOAA	Data elements submitted by agency	Same as active duty	Same as active duty

Figure 3-1

MANUAL ENROLLMENT PROCEDURES

	DEPENDENTS OF ACTIVE DUTY	DEPENDENTS OF RETIRED	OTHER BENEFICIARIES
ARMY	Preparation/ verification of DD Form 1172 at MILPO servicing sponsor	DD Form 1172 submitted by sponsor to supporting installation	DD Form 1172 submitted by sponsor/ applicant to supporting installation
NAVY	Preparation/ verification of DD Form 1172 at PSD (Ashore)/ PERS OFF (afloat) servicing sponsor	DD Form 1172 submitted by sponsor to NAVRESPERSCEN, New Orleans	DD Form 1172 submitted by sponsor/ applicant to NAVMILPERSCEN
MARINE CORPS	Preparation/ verification of DD Form 1172 at PER OFF servicing sponsor	DD Form 1172 submitted by sponsor to HQ Marine Corps (MSPA-3)	DD Form 1172 submitted by sponsor/ applicant to HQ Marine Corps (MSPA-3)
AIR FORCE	Preparation/ verification of DD Form 1172 at supporting CBPO	DD Form 1172 submitted by sponsor to supporting CBPO	DD Form 1172 submitted by sponsor/ applicant to supporting CBPO
COAST GUARD	Preparation/ verification of DD Form 1172 sponsor and personnel re- porting units	DD Form 1172 submitted by sponsor to Retired Affairs Branch, Coast Guard HQ	DD Form 1172 submitted by sponsor/ applicant to Retired Affairs Branch, Coast Guard HQ
PUBLIC HEALTH SERVICE	Preparation/ verification of DD Form 1172 by sponsor and Comm Pers Ops Div at PHS HQ	DD Form 1172 submitted by sponsor to Comm Pers Ops Div at PHS HQ	DD Form 1172 submitted by sponsor/ applicant to Comm Pers Ops Div at PHS HQ

Figure 3-2

DEERS BENEFICIARY REFERRAL FORM

1. FROM:	2. TO:
a. NAME OF ORGANIZATION	DEERS Support Office 2100 Garden Road, Suite B-2 Monterey, California 93940
b. ORIGINATING OFFICE/CODE	
c. MAILING ADDRESS *(Include Street Address, City, State, ZIP Code)*	**3. DATE** *(YYMMDD)*

4. SUBJECT: *Request for DEERS Enrollment Information*

The following individual has requested information about DEERS enrollment. Please forward an appropriate DEERS enrollment packet.

5. SPONSOR'S NAME:	LAST	FIRST	MIDDLE INITIAL

6. SPONSOR'S SSN/SVC NO:	7. SPONSOR'S ELIGIBILITY STATUS:

8. SPONSOR'S UNIFORMED SERVICE:

___ Army   ___ Marine Corps   ___ Coast Guard   ___ NOAA

___ Navy   ___ Air Force   ___ Public Health Service   ___ Other (_____)
Specify Service

9. SPONSOR'S RETIREMENT DATE: *(YYMMDD)*	10. SPONSOR'S DATE OF DEATH *(YYMMDD)*

11. SPONSOR'S MAILING ADDRESS: *(Include Street Address, City, State, ZIP Code)*

12. DEPENDENT'S NAME:	LAST	FIRST	MIDDLE INITIAL

13. DEPENDENT'S RELATIONSHIP TO SPONSOR:	14. DEPENDENT'S SSN:

15. DEPENDENT'S MAILING ADDRESS: *(Include Street Address, City, State, ZIP Code)*

INSTRUCTIONS

This form shall be prepared by the personnel office in accordance with the following instructions and those contained in the DEERS Program Manual, DoD 1341.1-M, or in Service guidelines

BLOCK 1   a   Give complete name of submitting activity Abbreviate as necessary Example Abbreviate Fighter Squadron Three Zero One as FITRON 301
   b   Give internal routing indicator, office code Base PO Box, as appropriate Example ATTN AFZT AG P
   c   Give complete street address or base name and city, state, and ZIP code Example 2100 L Street, Naval Air Station, Jacksonville, FL 32212 Spell out the city for CONUS addresses
BLOCK 2   Self-explanatory
BLOCK 3   Enter 6-digit date Example March 15, 1981 is 810315
BLOCKS 4, 5, and 6   Self-explanatory
BLOCK 7   Enter either Active Duty, Retired Deceased, or Other If Other is entered, please explain
BLOCK 8   Self-explanatory
BLOCK 9   If sponsor is retired, enter 6-digit Retirement Date Example September 30, 1972 is 720930
BLOCK 10   If sponsor is deceased enter 6-digit Date of Death Example December 14, 1963 is 631214
BLOCKS 11 and 12   Self-explanatory
BLOCK 13   Enter appropriate relationship, like spouse child ward parent, etc
BLOCKS 14 and 15   Self-explanatory

DD FORM 2269
82 APR

Figure 3-3

DEERS ENROLLMENT

APPLICATION FOR UNIFORMED SERVICES IDENTIFICATION AND PRIVILEGE CARD

DATA REQUIRED BY THE PRIVACY ACT OF 1974

AUTHORITY: 10 U.S.C. 133 Executive Order 9397, 22 November 1943 (Social Security Number).

PRINCIPAL PURPOSE(S): Is used by applicant to apply for a DD Form 1173, "Uniformed Services Identification and Privilege Card."

ROUTINE USE(S): Is used by appropriate authority to evaluate an applicant's eligibility to be issued a DD Form 1173, "Uniformed Services Identification and Privilege Card." The DOD Enrollment/Eligibility System will be a routine user of information provided on this application.

DISCLOSURE: Mandatory for Active Duty military personnel. Failure to complete the form may result in disciplinary or administrative action. Voluntary for all other persons. However, failure to furnish all information, including SSN, could delay or prevent the issuance of an ID Card to persons otherwise eligible.

SECTION I – IDENTIFICATION OF PERSON UPON WHOM ELIGIBILITY FOR DD FORM 1173 IS BASED

1. NAME (Last · First · Middle Initial)	2. SSN	3. GRADE	4. HOME PHONE	5. OFFICE PHONE

6. ADDRESS (Include ZIP Code)	7. BRANCH OF SVC	8. STATUS

8. STATUS: ☐ ACTIVE DUTY ☐ RETIRED ☐ 100% DAV ☐ DECEASED AD ☐ DECEASED RETIRED ☐ OTHER (Specify, Item 60)

9. DATE OF EXPIRATION OF SERVICE OR CONTRACT (or death)	10. REASON FOR APPLICATION ☐ ORIGINAL CARD(S) ☐ OTHER (Specify, Item 59)

SECTION II – PERSONS FOR WHOM IDENTIFICATION CARDS ARE REQUESTED (INCLUDE YOURSELF WHEN APPLICABLE)
(List dependents claimed who will not be issued ID Cards in Section V. Item 60.)

		FOR USE OF VERIFYING OFFICER	FOR USE OF ISSUING OFFICER
11. NAME (Last · First · Middle Initial) SSN (If applicable)	12. RELATIONSHIP / 13. DATE OF BIRTH (Yr., Mo., Day)	14. PRIVILEGE AUTH 1/	15. CARD NO. ISSUED
16. ADDRESS (Include ZIP Code)	17. EYES / 18. HAIR	19. MC EFFECTIVE DATE (Yr., Mo., Day)	20. DATE ISSUED (Yr., Mo., Day)
	21. HEIGHT / 22. WEIGHT	23. EXPIRATION DATE (Yr. Mo. Day)	
24. NAME (Last · First · Middle Initial) · SSN (If applicable)	25. RELATIONSHIP / 26. DATE OF BIRTH (Yr., Mo., Day)	27. PRIVILEGE AUTH 1/	28. CARD NO. ISSUED
29. ADDRESS (Include ZIP Code)	30. EYES / 31. HAIR	32. MC EFFECTIVE DATE (Yr., Mo., Day)	33. DATE ISSUED (Yr., Mo., Day)
	34. HEIGHT / 35. WEIGHT	36. EXPIRATION DATE (Yr., Mo., Day)	
37. NAME (Last · First · Middle Initial) · SSN (If applicable)	38. RELATIONSHIP / 39. DATE OF BIRTH (Yr., Mo., Day)	40. PRIVILEGE AUTH 1/	41. CARD NO. ISSUED
42. ADDRESS (Include ZIP Code)	43. EYES / 44. HAIR	45. MC EFFECTIVE DATE (Yr., Mo., Day)	46. DATE ISSUED (Yr., Mo., Day)
	47. HEIGHT / 48. WEIGHT	49. EXPIRATION DATE (Yr., Mo., Day)	

1/ Abbreviated Privileges, i.e. C—Commissary; Exchange, EL—Limited, EU—Unlimited, T—Theater, MC—Medical Care in Civilian Facilities, MS—Medical Care in Uniformed Services Facilities.

SECTION III – VERIFICATION BY PERSONNEL OFFICER OR OTHER RESPONSIBLE OFFICIAL OF SPONSOR'S SERVICE

The status of the persons named in Section II has been verified, issue of DD Form 1173 by any U.S. Uniformed Service Activity is authorized, benefits and privileges to which entitled, effective and expiration date of eligibility for each named person are verified, issuing agency is requested to (A) issue DD Form 1173 upon presentation of this application, (B) enter in the appropriate column of Section II the card number issued with the date issued, (C) if dependents are claimed who will not be issued ID Cards in Section V, Item 60, send a copy of this application to DOD Enrollment/Eligibility Processing Center, OSD/HA, Rm. 3E173, Pentagon, Washington, D.C. 20301, (D) complete Section IV of this application form and return it to the organization designated in Item 50.

50. ORGANIZATION AND MAILING ADDRESS OF VERIFYING OFFICER	51. TYPED NAME, GRADE, AND TITLE	52. SIGNATURE

SECTION IV – AUTHENTICATION BY ISSUING AGENCY

53.   ISSUING OFFICE – Ensure Items 61 and 62 are completed and signed. A notation of the receipt and destruction or complete accounting of the previously issued card must be made in Item 59. Upon issue, forward one copy to the activity holding the service record of the sponsor or to the verifying activity.

54. ORGANIZATION OF ISSUING OFFICER (Include UIC)	55. TYPED NAME, GRADE, AND TITLE	56. SIGNATURE

57. ☐ RECEIPT OF CARD(S) IS ACKNOWLEDGED	a DATE ACKNOWLEDGED	b SIGNATURE OF CARD RECIPIENT

DD FORM 1172 1 JAN 79   PREVIOUS EDITION IS OBSOLETE

Figure 3-4

3-47

DEERS ENROLLMENT

58. STATE MARITAL STATUS *(Check appropriate box(es) and complete entries as applicable.)*

☐ MARRIED ☐ SEPARATED ☐ DIVORCED/ ANNULLED ☐ ANNULLED AB INITIO ☐ UNMARRIED *(surviving)* SPOUSE ☐ UNREMARRIED *(surviving)* SPOUSE

DEFINITION

UNMARRIED *(surviving)* SPOUSE – A spouse who has married subsequent to the death of the sponsor and has had that marriage terminated by death, decree of divorce or decree of annulment.

UNREMARRIED *(surviving)* SPOUSE – A spouse who has never remarried or never legally remarried as in the case of an "AB INITIO" annulment. Spouses in this category would not lose their benefits.

a. ☐ Lawful marriage to the spouse named took place at _____ *(Place)* on _____ *(Date Yr., Mo., Day)*

b. ☐ I am the unmarried *(surviving)* spouse of the sponsor named in Section I, whose subsequent marriage terminated in divorce, annulment or death. I understand that I may not be entitled to medical care as administered by the Department of Defense. In the event of annulment, a special finding authorizing medical care must be made by the Parent service of the sponsor.

c. ☐ Child(ren) listed in Section II is (are) unmarried and legitimate child(ren), illegitimate child(ren) of a male sponsor whose paternity has been judicially determined, illegitimate child(ren) of record of a female sponsor who has been judicially directed to support the child(ren), adopted child(ren), or stepchild(ren), who is (are) legitimate child(ren) of the spouse of the active duty, retired, or deceased member listed in Section I; and (1) the child(ren) named is (are) less than 21 years of age; or (2) 21 years of age and over and (a) is incapable of self-support because of a mental or physical incapacity that existed prior to his or her reaching the age of 21, the incapacity has been continuous and the child(ren) is (are), in fact, dependent upon the sponsor for over fifty (50) percentum of his or her support *(or who was so dependent on sponsor at time of death)*; or (b) has not passed his or her twenty-third birthday, is pursuing a fulltime course of education in an institution of higher learning approved by the Secretary of Defense or the Secretary of Health, Education and Welfare *(as appropriate)* or by a state agency under Title 38, U.S.C., Chapter 34, Veteran's Educational Assistance, and Chapter 35, War Orphans' and Widows' Educational Assistance, of Title 38 U.S.C., is carrying a course load of a minimum of twelve (12) semester credit hours or equivalent hours and is *(or was at the time of the member's death)* dependent upon the member for over fifty (50) percentum of his or her support.

d. ☐ Child(ren) listed in Section II is (are) unmarried and illegitimate child(ren) of a male sponsor whose paternity has not been judicially determined, illegitimate child(ren) of record of a female sponsor or illegitimate child(ren) of the spouse of a sponsor *(i.e., the sponsor's stepchild(ren), or stepchild(ren) of a deceased member or retiree at time of death)* who resides with or in a home provided by the sponsor, or which was being provided by the deceased member or retiree at the time of death, and who is and continues to be dependent upon the sponsor for over fifty (50) percentum of his or her support or who was dependent on the deceased member or retiree at the time of death; that the child(ren) named is (are) less than 21 years of age or is (are) 21 years of age and over and is (1) incapable of self-support because of a mental or physical incapacity that existed prior to his or her reaching the age of 21, and the incapacity has been continuous and who continues to be dependent upon the sponsor or (2) has not passed his or her twenty-third birthday, is pursuing a fulltime course of education in an institution of higher learning approved by the Secretary of Defense or the Secretary of Health, Education and Welfare *(as appropriate)* or by a state agency under Title 38, U.S.C., Chapter 34, Veteran's Educational Assistance, and Chapter 35, War Orphans' and Widows' Educational Assistance, of Title 38, U.S.C., is carrying a course load of a minimum of twelve (12) semester hours or equivalent hours and is *(or was at the time of the member's death)* dependent upon the member for over fifty (50) percentum of his or her support.

NOTE: Section II — In those special circumstances which permit children over 21 entitlement to medical care, indicate after date of birth, (INCT) for a temporarily incapacitated child, (INCP) for a permanently incapacitated child or (SCH) for attendance at approved school. Enter under Item 60, REMARKS, the name of the institution of higher learning and expected date of graduation.

e. ☐ I am the parent, adoptive parent, parent-in-law, or adoptive parent-in-law of the sponsor named in Section I and at the time of his or her death, I, and all other parents, adoptive parents, parents-in-law, or adoptive parents-in-law named herein resided in the household of *(or, for medical care purposes, in a dwelling place provided or maintained by)* said sponsor, and were in fact dependent upon him or her for over one-half of our support. I understand that I am not entitled to CHAMPUS.

f. ☐ I am the legal guardian of the dependent or dependents of the sponsor named in Section I, and further certify that the named dependents meet the criteria for eligibility as indicated by blocks checked above.

g. ☐ All parents, adoptive parents, parents-in-law, or adoptive parents-in-law named are in fact dependent upon me for over one-half of their support and actually reside in my household or in a dwelling provided or maintained by me and, therefore, are eligible for benefits such as commissary stores, exchange and medical care. I understand my parents, adoptive parents, parents-in-law, or adoptive parents-in-law are not entitled to CHAMPUS.

h. ☐ I am entitled to retired, retirement, or retainer pay or equivalent pay as a result of service in a uniformed service.

59. DISPOSITION OF PREVIOUSLY ISSUED CARDS

☐ CARD NO. _____ RETURNED AND DESTROYED   ☐ PREVIOUSLY ISSUED CARD LOST *(Cite circumstances in Item 60, REMARKS.)*

☐ PREVIOUSLY ISSUED CARD STOLEN *(Cite circumstances in Item 60, REMARKS.)*

60. REMARKS *(List dependents claimed who will not be issued an ID Card. For each dependent provide name, date of birth, relationship to sponsor, SSN if applicable, and address if different from sponsor or applicant.)*

I understand that the actions of the recipient(s) of DD Form 1173, Uniformed Services Identification and Privilege Card, issued as a result of this application are my responsibility insofar as proper use of the card for the benefits and privileges, i.e., medical care, exchange, commissary and theater, authorized. I will cause the recipient to surrender the card immediately upon call to do so or when appropriate under applicable regulations and will notify an agency designated to grant authorizations for privileges and facilities in event of any change in status affecting a recipient's eligibility therefor.

I am aware that medical care furnished in uniformed services facilities is subject to availability of space, facilities and the capabilities of the medical staff to provide such care. Determinations made by the medical officer or contract surgeon, or his designee, as to availability of space, facilities and the capabilities of the medical staff shall be conclusive. Reimbursement shall be required for any unauthorized medical care furnished at Government expense. PENALTY FOR PRESENTING FALSE CLAIMS OR MAKING FALSE STATEMENTS IN CONNECTION WITH CLAIMS: FINE OF NOT MORE THAN $10,000 OR IMPRISONMENT FOR NOT MORE THAN FIVE YEARS OR BOTH. *(Act 25, June 1948, 18 U.S.C. 287, 1001.)*

61. DATE OF APPLICATION | **62. SIGNATURE OF SERVICE SPONSOR OR APPLICANT**

Figure 3-4 (Continued)

DEERS BATCH TRANSMITTAL FORM

1. FROM:

a. NAME OF ORGANIZATION

b. ORIGINATING OFFICE/CODE

2. TO:

DEERS Enrollment Processing Center
Post Office Box 1328
Santa Barbara, CA 93101

c. MAILING ADDRESS *(Include Street Address, City, State, ZIP Code)*

3. NUMBER OF DOCUMENTS ENCLOSED:

4. TRANSMITTAL NUMBER:

| Branch of Service | UIC/PAS Code/RUC/OPFAC | Day of Year | Batch Number |

5. SIGNATURE:

6. DATE: *(YYMMDD)*

INSTRUCTIONS

This form shall be used when mailing DD Forms 1172 to DEERS. Additional instructions are contained in the DEERS Program Manual, DoD 1341.1-M, or in related Service guidelines.

BLOCK 1:
    a. Give complete name of submitting activity. Abbreviate as necessary. Use no more than 24 characters. Example: Abbreviate Fighter Squadron Three Zero One as FITRON 3Ø1.
    b. Give internal routing indicator, office code, Base PO Box, as appropriate. Use no more than 24 characters. Example: ATTN: AFZT-AG-P.
    c. Give complete street address or base name and city, state, and ZIP code. Spell out the city for CONUS addresses. Use no more than 24 characters.
        Example: 21ØØ L Street
                  Naval Air Station
                  Jacksonville, FL 32212

BLOCK 2:   Self-explanatory.

BLOCK 3:   Enter number of DD Forms 1172 being enclosed. Batch documents in numbers not to exceed fifty (50) per transmittal form.

BLOCK 4:   Branch of Service:

A — Army	P — Coast Guard
N — Navy	E — Public Health Service
M — Marine Corps	I — National Oceanic and and Atmospheric Administration
F — Air Force	O — Other

UIC/PAS Code/RUC/OPFAC: Enter 8-character unique identifier. If appropriate identifier code for your organization is less than 8 characters, *precede* it with zeroes.

Day of Year: Enter 3-digit date code. Example: March 9, 1981 is Ø68.

Batch Number: Enter 3-digit batch sequence number (ØØ1-999). For the first batch of each new Day of Year, begin with ØØ1.

BLOCK 5:   Enter signature of individual forwarding batch.

BLOCK 6:   Enter 6-digit date. Example: March 9, 1981 is 81Ø3Ø9.

Special Coding Instructions

Use O	for letter O
Use Ø	for number zero
Use Z	for letter Z
Use 2	for number two
Use I	for letter I
Use 1	for number one
Use L	for letter L

DD FORM 82 APR **2268**

Figure 3-5

NAME: _____

ADDRESS: (Submitting

            activity

            address)

A C K N O W L E D G E M E N T   R E P O R T

REPORT DATE: 09/25/80

1172's NO.

SENT: 014   TRANSMITTAL   DATE TRANSMITTAL

RECD: 014   NO.   SENT   BATCH

                      A-OWAKZAA-255-096-0   80/09/11   80260056

                                      BRCH

SSN	NAMES		REL SVCE	ICN	I	II	III	IV
111-22-3333	LEAVEOFF	RANDI	T	A	80260056001	ACKNOWLEDGED			
001-33-5555	CATER	JAMES	S	A	80260056002	ACKNOWLEDGED			
123-45-9876	PANOLI	FRANCIS		A	80260056003	ACKNOWLEDGED			
321-65-6789	DOE	JOHN		A	80260056004	ACKNOWLEDGED			
334-44-5656	SMITH	CHARLIE	L	A	80260056005	BLANK V.O, SIGNTRE			
432-10-0123	STARLINGS	JERRY	B	A	80260056006	ACKNOWLEDGED			
904-63-9986	DOCKTER	JOHN		A	80260056007				
	DEPENDENT	ALMA		D		ILLEG BIRTHDATE			
631-00-2020	WEAR	DENNIS	W	A	80260056008	ACKNOWLEDGED			
444-55-0000	SMYTHE	ALBERT	P	A	80260056009	ACKNOWLEDGED			
577-88-9999	BERRY	WALLACE	F	A	80260056010	ACKNOWLEDGED			
777-99-0000	LAUNDRY	JOSEPH	Q	A	80260056011	ACKNOWLEDGED			
111-22-3333	PARKER	PETER	A	A	80260056012	ACKNOWLEDGED			
333-11-9999	ANDRE	GENE	F	A	80260056013	ACKNOWLEDGED			
*BAD-SS-NUMBER	PITTS	RODGER	V	A	80260056014	BLANK REL-TO-SPSR			
	DEPENDENT--	RODGER				BLANK REL-TO-SPSR			
	DEPENDENT--	PAMELA				BLANK REL-TO-SPSR			

ATTENTION: PERSONNEL OFFICER

THIS REPORT ACKNOWLEDGES THE RECEIPT OF THE LISTED DD1172 FORMS. EACH 1172 HAS
BEEN THROUGH AN INITIAL SCREENING PROCESS. ANY ERRORS THAT HAVE BEEN DETECTED ARE
LISTED TO THE RIGHT OF THE DOCUMENT ON THE REPORT AND THE 1172 IS ATTACHED. ONCE THE
1172 HAS BEEN CORRECTED IT SHOULD BE RETURNED TO US FOR PROCESSING. THE ATTACHED
1172 SHOULD BE RETURNED WITH CORRECTIONS MADE ON IT. IN CASES WHERE IT IS NOT
POSSIBLE TO MAKE CORRECTIONS ON THE ATTACHED 1172, A NEW COPY MAY BE SUBMITTED WITH
IT. RETURN THE 1172s TO THE ADDRESS INSIDE THE ASTERISK BOX ABOVE.

```
*********************************
*MAIL TO:                       *
* DEERS ENROLLMENT              *
* PROCESSING CENTER             *
* POST OFFICE BOX 1328          *
* SANTA BARBARA, CA  93101      *
*********************************
```

NAME: _____

ADDRESS: (Submitting

            activity

            address)

Figure 3-6
3-50

MEMORANDUM FOR DD FORM 1172 VERIFYING OFFICER

SUBJECT: DEERS DD FORM 1172 Processing

Thank you for your prompt processing of the DD Form 1172. Unfortunately, the following information is missing/illegible/invalid or incomplete:

SECTION I
[ ] Sponsor Last/First Name missing/illegible Block No. ____
[ ] Sponsor SSN missing/illegible/invalid Block No. ____
SECTION II
[ ] Last/First Name missing/illegible Block No. ____
[ ] Relationship missing/illegible/invalid/incomplete Block No. ____
[ ] Date of Birth missing/illegible/invalid/incomplete Block No. ____
[ ] Dependent must be in school or incapacitated to be claimed if 21 or over
    Block No. ____
[ ] Dependent must be incapacitated if 23 or over Block No. ____
[ ] Privileges missing/illegible Block No. ____
[ ] MC Effective date missing/illegible/invalid/incomplete Block No. ____
OTHER
[ ] Not Verified/Verification incomplete Block No. ____
[ ] Document illegible
[ ] Sponsor Signature missing
[ ] _____Block No. ____
    _____
    _____
    _____

Without this information, the Enrollment Processing Center cannot enroll these applicants. As a result, they will not be on the eligibility file for medical benefits which may cause lengthy administrative delays.

Please check your files and correct the information noted above. If the sponsor has been transferred, please forward. This office does not need to be advised of such a referral. The DD Form 1172 must be returned to:

> DEERS Enrollment Processing Center
> Post Office Box 1328
> Santa Barbara, California 93101

Thank you for your assistance.

Figure 3-7

DEERS
ENROLLMENT PROCESSING CENTER WORKFLOW

```
┌─────────────────────┐
│      MAIL ROOM      │                                    STATION
└─────────────────────┘                                       I
          │
          ▼
┌─────────────────────┐
│  INTERNAL CONTROL   │                                    STATION
│    NUMBER (ICN)     │                                      II
└─────────────────────┘
          │
          ▼
┌─────────────────────┐
│      MICROFILM      │                                    STATION
└─────────────────────┘                                      III
          │
          ▼
┌─────────────────────┐
│      SCREENING      │                                    STATION
└─────────────────────┘                                      IV
          │
          ▼
┌─────────────────────┐
│       CODING        │                                    STATION
└─────────────────────┘                                       V
          │
          ▼
┌─────────────────────┐
│     DATA ENTRY      │                                    STATION
└─────────────────────┘                                      VI
          │
          ▼
┌─────────────────────┐
│      STAGING        │                                    STATION
│  QUALITY CONTROL    │                                     VII
│ INVENTORY CONTROL   │              ┌─────────────────┐
└─────────────────────┘              │   OPERATIONS    │
          │                          │    OFFICER      │
          ▼                          │  FOR DECISION   │
┌─────────────────────┐              └─────────────────┘   STATION
│   CORRESPONDENCE    │  PULLED DOCUMENTS        │           VIII
│(DEERS Support Office)│ WHICH ARE INVALID       ▼
└─────────────────────┘  FOR PROCESSING  ┌─────────────────┐
          │                              │    RETURN       │
          ▼                              │      TO         │
┌─────────────────────┐                  │   SERVICES      │
│  STORAGE/SHREDDING   │                 └─────────────────┘  STATION
└─────────────────────┘                                        IX
```

PULLED DOCUMENTS THAT ARE CORRECTABLE BEING RETURNED TO PROCESSING CYCLE

RETURN TO PROCESSING CYCLE
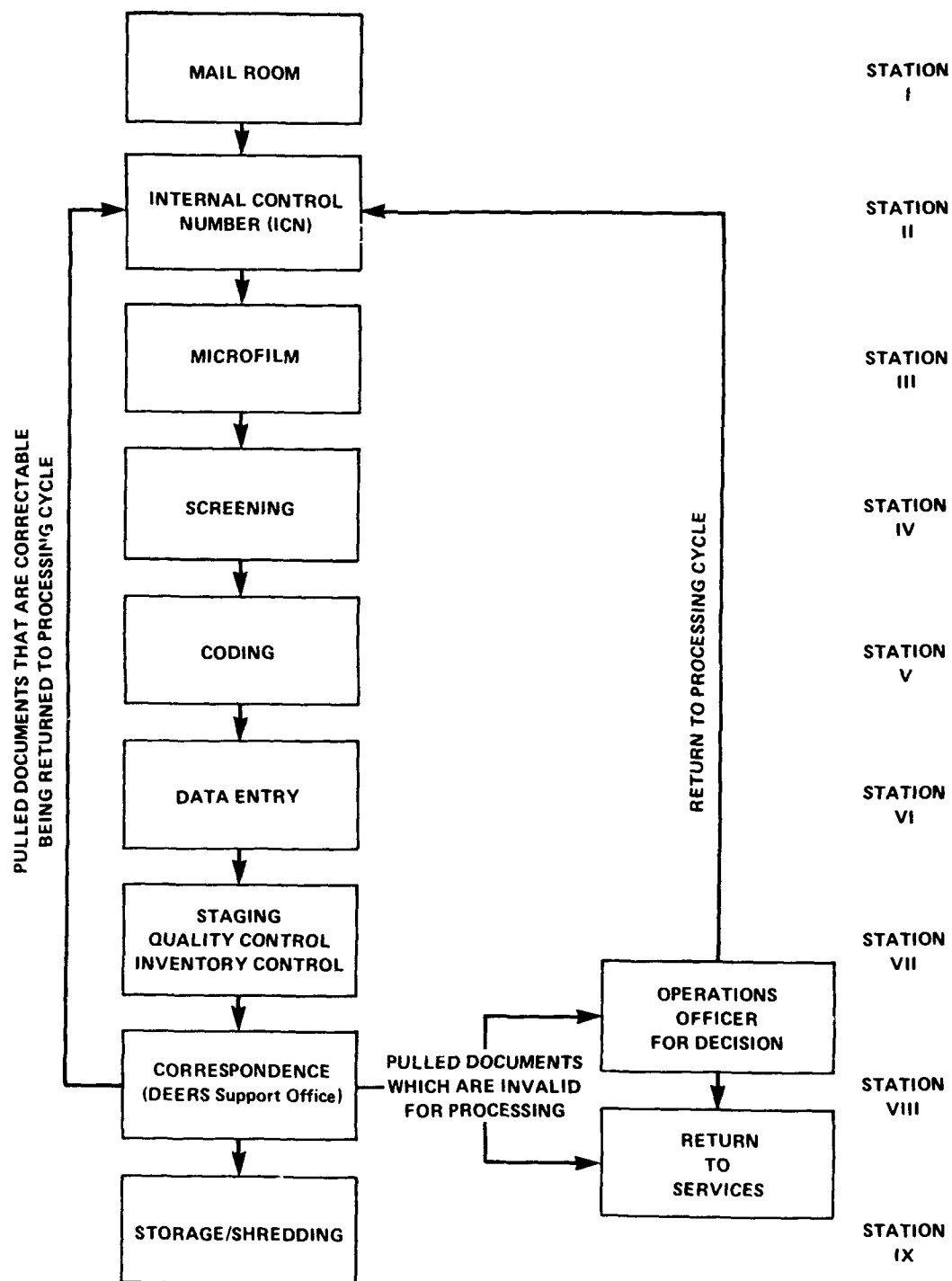
Figure 3-8

**DEERS
SUPPORT OFFICE**

_____
(Date)

MEMORANDUM FOR _____

SUBJECT: DEERS DD FORM 1172 Processing

During a recent edit of the DEERS DD Form 1172 Master File, the DEERS Support Office discovered a discrepancy regarding the spouse of:

_____   _____
Sponsor Name   Social Security Number

_____   _____
Status   Branch of Service

To correct this discrepancy please **complete** the following:

1. Place an X in the box **NEXT** to the Spouse whose ELIGIBILITY IS TO BE TERMINATED:

    [ ]_____   [ ]_____
       Name   Name

       _____   _____
       Date of Birth   Date of Birth

       _____   _____
       Social Security Number   Social Security Number

2. Place an X in the box that indicates the reason for eligibility termination:

                    [ ] Divorce   [ ] Death

3. Complete the effective date of termination of eligibility:

    _____
     YYYY   MMM   DD

4. Sign Below and complete your mailing address:

    _____   _____
    Verifying Officer Signature   Address

                                     _____
                                     City, State, ZIP

Mail the completed letter to: DEERS SUPPORT OFFICE
                                    2100 Garden Road, Suite B-2
                                    Monterey, CA 93940

Thank you for your assistance.

DEERS FM 2 (Apr 82)   Figure 3-9

**DEERS
SUPPORT OFFICE**

MEMORANDUM FOR DD FORM 1172 VERIFYING OFFICER

SUBJECT: DEERS DD Form 1172 Processing Audit

During a recent edit of the DEERS DD 1172 Master File, the DEERS Support Office discovered a discrepancy which appears to be due to incorrect or missing information on the enclosed DD Form(s) 1172. The specific problem(s) is checked below.

[ ]   Sponsor's last name

[ ]   Sponsor's SSN

[ ]   Dependent's First Name/Block No. ____

[ ]   Dependent's Date of Birth/Block No. ____

[ ]   Dependent's Relationship/Block No. ____

[ ]   Dependent's SSN/Block No. ____

[ ]   Other _____ Block No. _____

To correct this discrepancy please take the following actions:

a.   Submit a new DD Form 1172 with the corrected information <u>stapled to the erroneous DD Form 1172</u>. The Verifying Officer must sign this new DD Form 1172. It is essential to <u>return all of the DD Forms 1172</u>.

b.   Return <u>all</u> the DD Forms 1172 to DEERS Support Office, 2100 Garden Road, Suite B-2, Monterey CA 93940.

c.   If the sponsor has transferred, request you forward this letter and the enclosed DD Forms 1172 to the sponsor's new unit for corrections as indicated above. You need not inform the DEERS Support Office of this referral.

Figure 3-10

DEERS FM 3 (APR 82)

CHAPTER 4

AUGMENTEES

A. GENERAL

1. This chapter provides information for DEERS project officers at all levels concerning the use of temporary personnel support. It provides background concerning the need for augmentees, job descriptions, and procedural guidance.

2. Some Uniformed Service activities have found that, due to administrative personnel shortages or excessive workloads, timely and efficient enrollment during an intensified enrollment phase cannot always be accomplished. Accordingly, on a selective basis in densely populated Service communities, the DEERS Program Office provides some administrative relief through contractor-furnished personnel (augmentees). These personnel are available only for support related to DEERS activities. Augmentees are also furnished on a selective basis to MTFs and DTFs during the initial eligibility-checking periods. These personnel, under contractor supervision (field representatives), are to provide initial relief from additional workloads and to <u>train</u> MTF and DTF personnel in eligibility-checking operations and procedures.

3. Augmentation teams consist of field representatives and temporary augmentees, hired from local temporary agencies, and organized as follows:
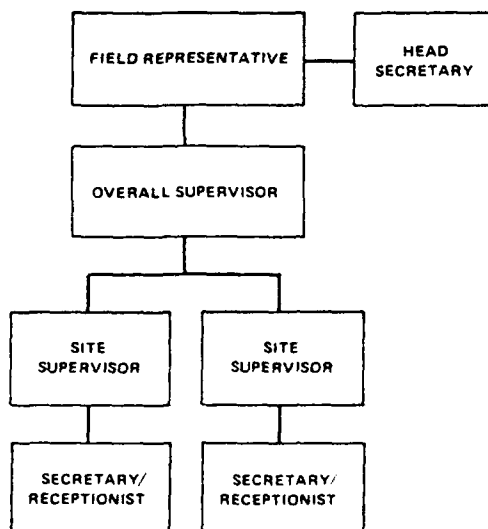
The field representative, acting as the DoD agent, shall contact the local commander to determine the required number and placement of augmentees. The contractor shall decide on a competitive basis which temporary agency can provide the best service for each installation for each phase.

B. FIELD REPRESENTATIVES

1. Field representatives are full-time employees of the contractor. They will cover all Uniformed Services installations for a given area within an implementation phase. There will usually be several field representatives working in each phase.

2. It is the responsibility of the field representative to coordinate the enrollment effort with the Uniformed Service project and liaison officers. It is the responsibility of the local bases to provide space for the DEERS enrollment offices and to equip these offices with desks, typewriters, supplies, phone lines, and miscellaneous office supplies. (See Chapter 3.)

3. Other responsibilities of the field representative are listed below:

a. Determining the number of augmentees needed based upon population counts.

b. Training and supervising the augmentees.

c. Presenting DEERS briefings and providing materials to assist the DEERS project officer in giving briefings via the commander's calls, weekly unit meetings, or any other interested group requesting a briefing.

d. Establishing periodic contact with the information liaison officers to assist in the information dissemination effort.

e. Producing weekly status reports for the Department of Defense, showing current progress and any concerns about DEERS implementation.

f. Meeting periodically with

(1) Local base-level DEERS project officer

(2) Liaison officers representing the following activities

(a) Personnel office
(b) ID card office
(c) MTFs and DTFs
(d) Information/public affairs office
(e) Communications office
(f) Data processing support
(g) Supply office

4. Following intensified enrollment, a maintenance representative, employed by the contractor, shall be assigned to continue the liaison function with base-level project officers. One maintenance representative usually covers several states.

C. AUGMENTEES' JOB DESCRIPTIONS

1. Overall Supervisor

a. Main areas of responsibility include personnel, recordkeeping, and communication between sites. The overall supervisor is directly responsible to the field representative and maintains liaison with the temporary agency hiring the augmentees.

b. The overall supervisor works closely with the site supervisors in scheduling the augmentees, training of augmentees, and maintaining adequate supplies.

c. The overall supervisor acts as liaison between the augmentee staff and the military personnel involved with the program.

d. The overall supervisor is responsible for resolving augmentee personnel problems under the supervision of the field representative. The overall supervisor works closely with the temporary agency and, with the approval of the field representative, makes requests for personnel changes or additions.

e. The overall supervisor has frequent telephone contact with the area sites to maintain up-to-date records and to deal with personnel problems. Periodic visits to all sites shall be necessary to collect forms, disperse supplies, and establish and maintain rapport with the site supervisors and secretary/receptionists.

f. The overall supervisor also is responsible for keeping payroll records on all augmentees for that area.

2. Head Secretary

a. The head secretary is directly responsible to the field representative, and also works closely with the overall supervisor and site supervisors.

b. The head secretary's responsibilities include the following:

(1) Typing reports and correspondence for the field representative.
(2) Typing reports and forms for the overall supervisor.
(3) Maintaining weekly time sheets for payroll purposes.
(4) Answering the telephone giving information on DEERS inquiries.

c. The head secretary also fills in as a typist with customers, as needed, and assists the site supervisor in the batching and filing of the DD Forms 1172. In locations processing retirees through mail-ins, the head secretary may be called upon to collect mail from the post office, to sort mail, and to assist in the processing of these mail-ins.

3. Site Supervisor

a. The main area of responsibility for site supervisors is to ensure the overall success of the DEERS project by maintaining a well-trained, efficient, courteous, and customer-oriented work force. The site supervisor is under the direct supervision of the overall supervisor of that area.

b. The site supervisor ensures that each secretary/receptionist has the guidance, handouts, and materials necessary to function efficiently and accurately as they process applicants.

c. The site supervisor schedules necessary training sessions concerning required documents to effect enrollment as well as instructions for completing the DD Form 1172 according to the "DEERS Program Manual" and appropriate Uniformed Service guidelines.

d. The site supervisor shall schedule secretary/receptionists so as to maintain an adequate work force to handle applicants, making adjustments as necessary. All secretary/receptionists are directly responsible to the site supervisor, who shall consider requests for leave and approve or disapprove such requests depending on the workload.

e. The site supervisor is responsible for the courteous and efficient processing of all applicants and is available to answer questions or to direct questions to the Uniformed Service verifying officer for clarification.

f. The site supervisor shall collect completed DD Forms 1172 from the secretary/receptionists; review the forms for accuracy and neatness; maintain a continuous count as the forms are processed; give them to the verifying officer for approval; and collect them after they have been signed. Once signed by the Uniformed Service verifying officer, the site supervisor prepares the forms in batches, following the instructions given in the "DEERS Program Manual."

g. The site supervisor is responsible for mailing all batches as soon as they are completed.

h. The site supervisor shall ensure the processing of all mail-in applications.

4. Secretary/Receptionist

a. The secretary/receptionist is directly responsible to the site supervisor. The secretary/receptionist works directly with the applicant by typing the DD Form 1172 from the information given by the applicant, reviewing the required documents provided by the applicant, and answering any questions the applicant may have concerning the DEERS program.

b. The secretary/receptionist shall refer any problems or questions to the site supervisor or Uniformed Service verifying officer.

c. In locations servicing retirees through mail-ins, the secretary/receptionist shall process the DD Forms 1172 and address envelopes for returning documents to the retiree.

d. In some situations, the secretary/receptionist may assist in updating active duty service personnel records.

D. PROCEDURAL GUIDANCE

This section is intended to clarify for the Uniformed Service project officers the use of augmentees. These personnel cannot and may not verify DD Forms 1172, but they can assist in the verification process. The following situations provide guidance to the project officers in the use of augmentees.

1. Sponsors Geographically Separated From Their Dependents

A DD Form 1172 brought in by a dependent that is not signed by the sponsor must be given to the verifying officer or project officer to mail to the sponsor's command for signature. It cannot be left with the dependent to mail to his or her sponsor for signature. (Refer to subsection D.8. for hardship cases.)

2. Survivors

Augmentees shall process only those DD Forms 1172 in which the applicant has indicated appropriate marital status in Block 58 and has signed Block 62. All other DD Forms 1172 shall be given to the verifying officer for determination of eligibility.

3. Sponsor's Signature Is Required

However, if the sponsor has signed the originally submitted DD Form 1172 and it is retyped because of illegibility, Block 62 may contain the words "Signed by Sponsor."

4. Letters of Incapacitation

In order for these letters to be accepted by augmentees as legal documentation, the following information must be contained:

a. Date of onset must be prior to age 21.

b. Temporary incapacity letters must contain date of expected recovery and must be signed by a physician.

NOTE: If there is any deviation, the augmentee must give the DD Form 1172 to the verifying officer for determination of eligibility.

5. Foreign Documents

Foreign documents that are not translated may not be accepted as legal documentation by augmentees and must be given to the verifying officer for approval in accordance with proper Uniformed Service procedures.

6. Disabled Veterans

One hundred percent DAVs must provide VA Form 656 or 656-A, establishing percentage of disability. If the VA Form 656 or 656-A indicates a percentage less than 100, that case shall not be handled by the augmentee. It shall be given to the verifying officer for eligibility determination.

NOTE: For 100 percent DAVs: commissary, theater, and exchange unlimited shall be the only benefits authorized.

7. Retirees Without Eligible Dependents

These DD Forms 1172 shall be forwarded to the DEERS Enrollment Processing Center in accordance with existing batching instructions.

8. Legal Documents Required to Prove Relationship to Sponsor

When legal documentation is required, it shall be limited to marriage certificates, birth certificates, court decrees, death certificates, and the like. Passports, drivers licenses, and other forms of identification are expressly prohibited for use in establishing dependency. Only those documents that are "Original," "Notarized," or "Certified True Copy" (signed by a DoD official; for example, a commissioned officer) shall be accepted by augmentees. For mail-in enrollment from retirees or survivors, clear photocopies with the original seal or authenticating evidence plainly visible, and with no indication of tampering, are acceptable. Otherwise, these documents shall be given to the verifying officer for eligibility determination.

NOTE: Verifying officers shall process all hardship cases.

9. Medical Care (MC)

a. The MC effective date is the date the beneficiary first became eligible for CHAMPUS coverage. Once assigned, an MC effective date is permanent for as long as the beneficiary is continually covered by CHAMPUS. The sponsor's retirement or death does not affect the MC effective date. Whenever there appears to be a choice of two or more eligibility dates, always choose the latest date.

b. If it is determined that the MC effective date on the existing ID card is wrong in accordance with the following guide, the augmentee may not make a determination of the correct date. These shall be given to the verifying officer for determination, as shall all cases in which appropriate categories are not listed below (such as illegitimate children).

c. Partial Guide for MC Effective Date

    (1) Dependents of Active Duty Sponsors

        (a) December 7, 1956;

(b) Date current tour of (continuous) active duty began, (no break in service of more than 24 hours); or

(c) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date is later.

(2) Retired Sponsors

(a) January 1, 1967; or
(b) Date of retirement.

whichever date is later.

(3) Dependents of Retired Sponsors. If the dependent was eligible for CHAMPUS before the sponsor's retirement, the MC effective date remains the date in effect just prior to retirement. If not eligible before retirement, or if the sponsor retired before January 1, 1967 (the initial date retirees and their dependents become eligible for CHAMPUS), use the following:

(a) January 1, 1967; or

(b) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date is later.

(4) Survivors of Deceased Active Duty and Retired Sponsors. If the survivor was eligible before the sponsor's death, the MC effective date remains the date in effect just prior to death. If not eligible before death, or if the sponsor died before January 1, 1967 (the initial date retirees and their dependents become eligible for CHAMPUS), use the following:

(a) January 1, 1967;

(b) Date the person became an eligible dependent (such as date of birth of natural child born after service member's death); or

(c) 60th anniversary of service member's birth in cases of RC-SBP participants.

whichever date is later.

(5) Dependents of Retired Reservists with Retired Pay

(a) January 1, 1967;

(b) Date that the sponsor became eligible for retired pay; or

(c) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date is later.

4-7

NOTE: Dependents not listed in above guide (such as illegitimate children) shall be processed by the verifying officer.

10. **Parents, Parents-In-Law, Stepparents, or Adopted Parents**

These DD Forms 1172 will not be processed by augmentees. These shall be given to the verifying officer for eligibility determination.

11. **Dependents Between the Ages of 21 and 23 in School**

The following guidance (paraphrased) is provided on the DD Form 1172, block 58. A dependent child who is 21 years of age and over, but who has not passed his or her 23rd birthday, and who is (or was at the time of the member's death) dependent upon the member for over 50 percent of his or her support, is eligible for all benefits if he or she is pursuing a full-time course of education in an institution of higher learning approved by the Secretary of Defense or the Secretary of Health, Education, and Welfare (as appropriate) or by a state agency under Title 38, U.S.C., Chapter 34, Veteran's Educational Assistance and Chapter 35, War Orphans' and Widow's Educational Assistance, of Title 38, U.S.C. A full-time course of education is a course load of a minimum of 12 semester or equivalent hours.

Augmentees shall check the "Directory of Accredited Colleges and Universities" (Appendix C) for those dependents between the ages of 21 and 23 who are enrolled in school. If the school is not listed, the DD Form 1172 shall be given to the verifying officer for eligibility determination. Only full-time students shall be accepted; part-time study is not acceptable.

Appendix C, approved by the Secretary of Education, is based on only one of the criteria cited on the DD Form 1172. The list is provided to assist in the determination of approved institutions. It is not all-inclusive.

12. **Dependent Children Not Residing With Sponsor Because of Divorce**

These DD Forms 1172 will not be processed by augmentees. These shall be given to the verifying officer for eligibility determination.

CHAPTER 5

ELIGIBILITY CHECKING

A. GENERAL

1. The procedures in this chapter are for use by medical and dental personnel who are responsible for DEERS implementation in MTFs and DTFs, by FIs responsible for processing CHAMPUS claims, by personnel officers involved in DEERS enrollment, and by anyone involved in eligibility checking. This section details the steps to be taken by these personnel when checking eligibility for benefits.

2. Medical and dental liaison officers shall maintain a close relationship with personnel and information liaison officers concerned with ongoing DEERS activities at the local level. Regularly scheduled meetings should be held with representatives from these functional areas.

3. The DEERS East and West Coast Eligibility Centers confirm individual eligibility for benefits by responding to queries from personnel in MTFs and DTFs, as well as from other users. Each center has a full Eligibility Data Base and services eligibility needs for approximately half of CONUS.

B. TYPES AND FREQUENCY OF ELIGIBILITY CHECKS

1. Eligibility checks shall be performed at MTFs and DTFs with these initial priorities: (1) to determine whether a beneficiary is enrolled, (2) to identify any errors on the data base, and (3) to confirm beneficiary eligibility. Eligibility checks at MTFs and DTFs shall be conducted with either of the following:

    a. A CRT terminal; or
    b. A telephone.

2. The minimum eligibility-checking requirements are the following:

    a. 25 percent of all outpatient visits.
    b. 100 percent of all admissions.
    c. 25 percent of all dental visits.
    d. 10 percent of pharmacy outpatients (to include all patients with civilian prescriptions).

3. Eligibility checks shall be performed on a prepayment basis by CHAMPUS FIs who have contracted to process CHAMPUS claims. These checks shall be performed by use of one of the following computer-to-computer methods:

    a. On-line real-time system access; or
    b. Batch system processing.

4. Where needed, the contractor shall furnish augmentees to assist in CRT operations for several weeks after the intensified enrollment period ends. These

personnel are intended to help initiate CRT eligibility checking and generally should not be used as telephone operators. After they leave, it is the responsibility of the facility to continue the procedures.

5. When a patient enters an MTF or DTF, a check (query) shall be made to determine eligibility. Procedures for making this query are explained below. Further action may be required based upon the outcome of this query.

a. If the patient is enrolled and all information is accurately presented on the CRT screen, no further action is required.

b. If the patient is enrolled but there are errors on the CRT screen, or if the patient is not enrolled, the DEERS Enrollment Follow-up Form, DD Form 2270, shall be completed. Refer to section D on page 5-18 for use of this form.

c. In accordance with DoD policy, the medical requirements of the beneficiary are paramount. No one shall be denied treatment at military hospitals and clinics solely because his or her name does not appear on the data base. As usual, those who are proven ineligible may be billed for services rendered, or legal action may be taken.

C. INQUIRY PROCEDURES

There are three methods of using DEERS to determine whether a beneficiary is enrolled and entitled to benefits. In some MTFs and DTFs, a CRT terminal is used to perform the eligibility check by query directly to the data base. In other facilities, telephones are used to call the Eligibility Center, where information will be given over the phone to the CRT operator who then queries the data base. At the CHAMPUS FIs, prepayment eligibility checking is performed computer-to-computer in an on-line, real-time, or batch mode. Subsection C.1., below, describes the procedures for CRT queries. Telephone query procedures are outlined in subsection C.2. (page 5-15). Subsection C.3. (page 5-16) describes the computer-to-computer methods used by TRIMIS and CHAMPUS FIs to confirm beneficiary entitlement to health care benefits.

1. Terminal-Based System

a. General. This subsection is only for those facilities having a CRT terminal for determining eligibility. Each site with this capability will have one or more CRT terminals. These CRT terminals will send data through a data set (modem), which then translates information into signals able to go through a phone line connected directly to the DEERS data base (computer). The CRT operator shall use ONLY the standard typewriter keys, except as directed by the DEERS computer operations or authorized service personnel. When each number or letter is struck, it will appear immediately on the screen. If you type an error, simply backspace to place the CURSOR (marker) under the error, or beginning of errors, type the correct entry, and continue typing. Training classes for terminal operators shall be conducted by the contractor before the start of eligibility checking. Detailed operating instructions for the DEERS eligibility inquiry terminals are provided in Appendix B.

b. <u>Sign-On</u>. Turn the brightness control dial until the information on the CRT screen is clearly visible. The screen will appear in either of two formats (see subparagraphs C.1.d.(3) and C.1.d.(4) on pages 5-12 and 5-13). In either case, the sign-on procedures are the same. The CURSOR should be positioned in the top left corner of the screen. If it is not, press the TAB key to return it to this position. To begin an inquiry session with the Eligibility System, the operator enters the following information on the terminal keyboard in the sequence listed (refer to illustration below):

(1) The command to log on to the system: /SIGNON,

(2) The unique user identification code
     assigned by the DEERS Eligibility
     Center: SITE01,

(3) The unique user password assigned
     by the DEERS Eligibility Center: USERPASS

<u>The Identification Code and Password must be kept confidential at all times.</u>

The screen will now appear as shown below:

```
/SIGNON,SITE01,USERPASS
```
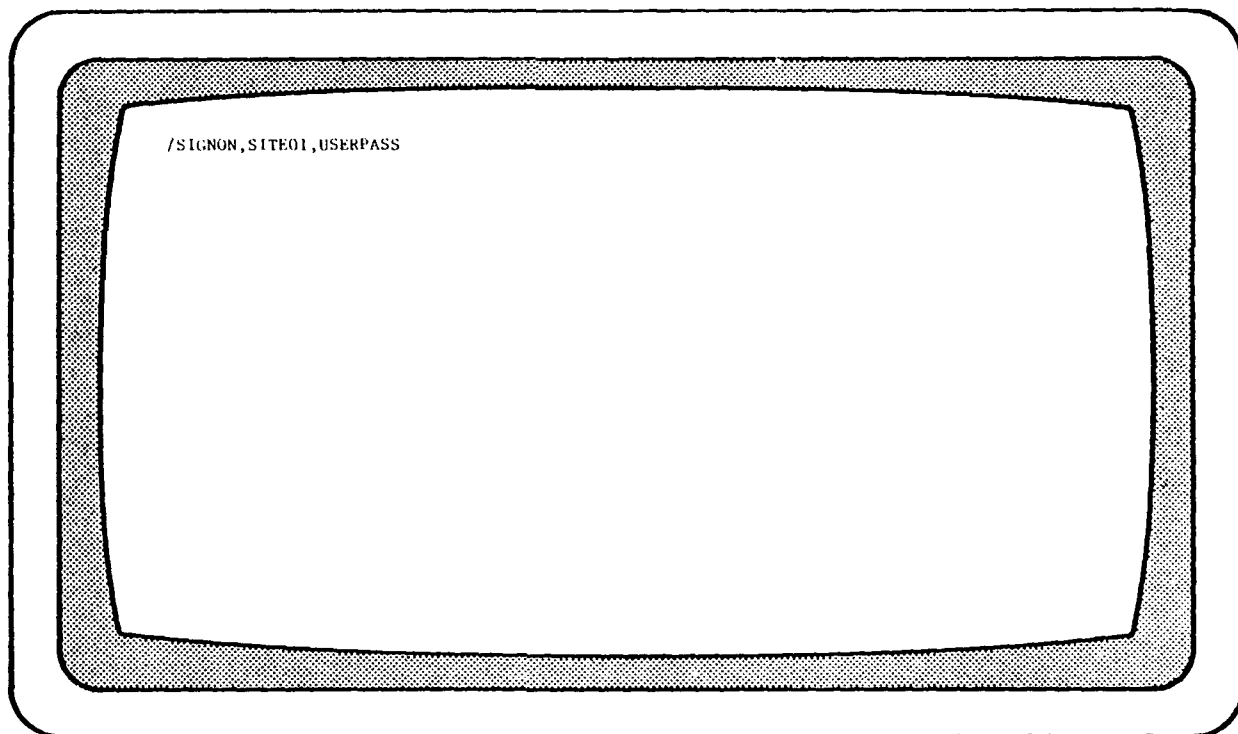
(4) Now press the ENTER key. At the bottom of the screen, just to the right of center, the phrase INHIBIT-WAITING will appear. This phrase appears when the ENTER key has been pressed, following a valid data entry. It indicates that the computer is processing the data entered.

The screen will reappear with the following message:

```
            WELCOME TO THE D.E.E.R.S. INQUIRY SYSTEM

            SIGN ON STATION    18 TIME XX:XX

                USER SITE 01       AT INST 1
```
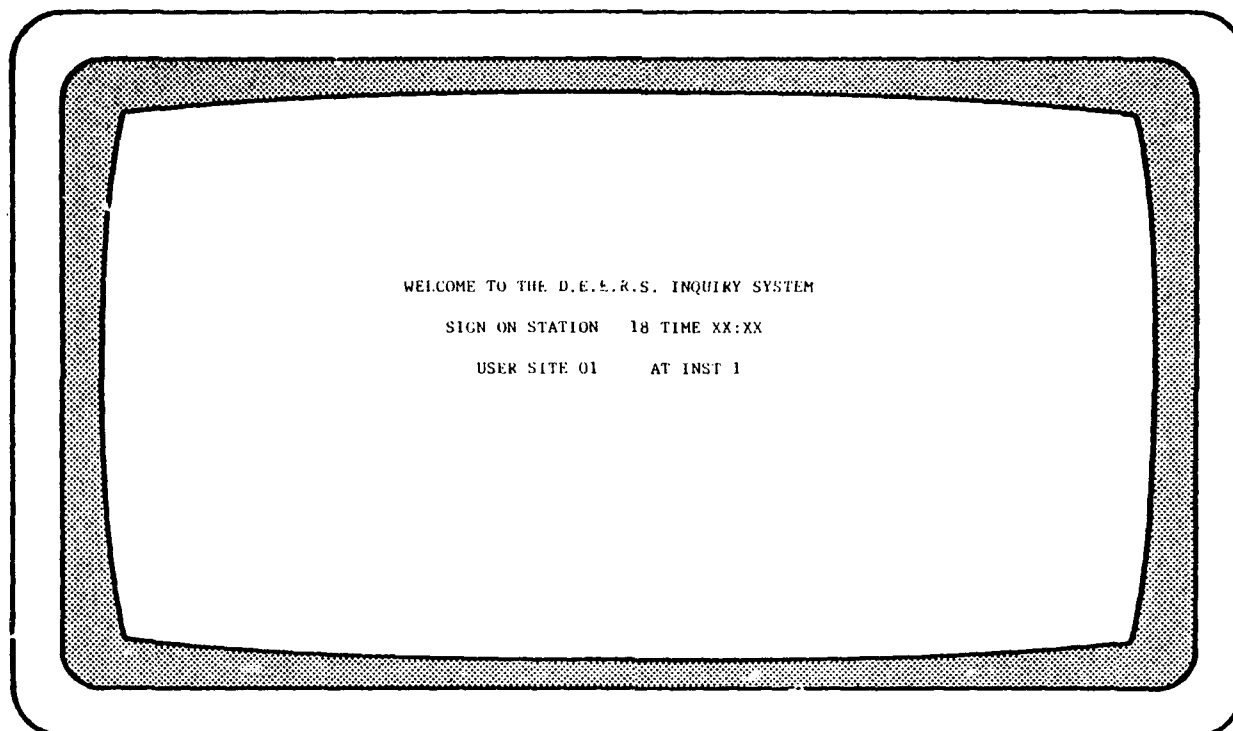
The CURSOR will be positioned at the top left corner of the screen.

(5) Type in /DEERS.

The screen will appear as shown below:

```
/DEERS




            WELCOME TO THE D.E.E.R.S. INQUIRY SYSTEM

            SIGN ON STATION    18 TIME XX:XX

                USER SITE 01       AT INST 1
```
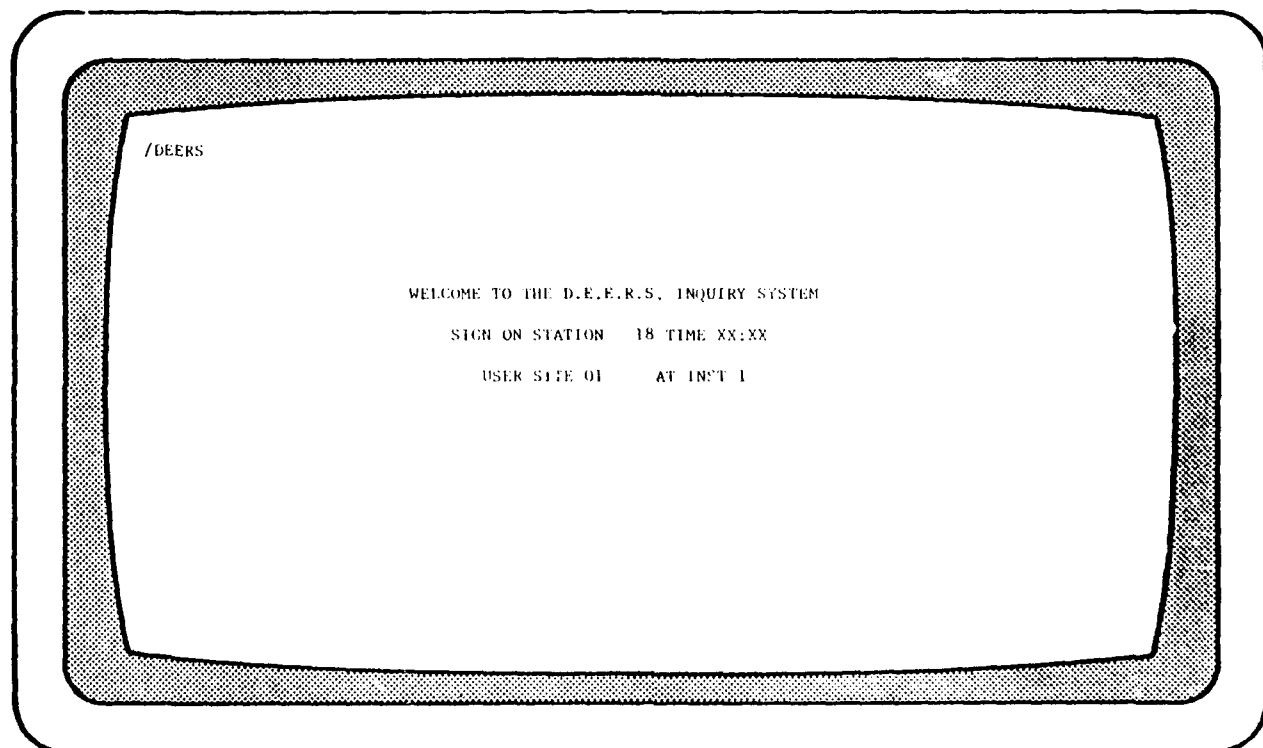
(6) Press the ENTER key.

The screen will reappear with the Main Menu displayed. The activities you can perform are listed on the screen below:

```
                                    DEERS INQUIRY SYSTEM
        FORM XXX                 **** DEERS INQUIRY MAIN MENU ****


                       THE FOLLOWING ACTIVITIES CAN BE PERFORMED:

                              1.  INQUIRY (BY DEERS-ID/DOB)
                              2.  SIGN-OFF
                              3.  HELP SCREEN (CODES)

                       PLEASE SELECT AN ACTIVITY AND ENTER IT HERE:   X


                       EST-TIME:  XX XX              DATE:  XX/XX/XX
```

        (a) <u>INQUIRY (BY DEERS-ID and DATE OF BIRTH)</u>. Use of this option enables the operator to obtain medical eligibility information on a specific individual, either a sponsor or dependent. See paragraph C.1.c. on the next page for instructions.

        (b) <u>SIGN-OFF</u>. Use of this option logs the operator off of the DEERS PROGRAM when the eligibility checking session is complete. See paragraph C.1.d. on page 5-11 for instructions.

        (c) <u>HELP SCREEN (CODES)</u>. Use of this option provides the operator with a list of some of the codes used on the DEERS Eligibility Inquiry Screen and their definitions. See paragraph C.1.e. on page 5-14 for instructions.

c. <u>Inquiry (By DEERS-ID/DOB)</u>. To initiate an inquiry, do the following:

(1) Type the code 1 in the indicated area on the Main Menu Screen.

(2) Press the ENTER key.

The screen will reappear as shown below:

```
FORM XXX                    **** DEERS ELIGIBILITY INQUIRY ****          XX/XX/XX     XX:XX

FMP      SSN      DOB     SC   UC     SITE        TREATMENT DATES     NEXT     STATUS    BRANCH

                                                  XXXXXX TO XXXXXX     XX

-------------NAME----------FMP S-----------DOB-- ---AGE PRIV---------CONDITION-------------RS
```

The first time the DEERS Eligibility Inquiry Screen appears after Sign-On, all fields will be blank except for the fields TREATMENT DATES and NEXT.

(a) The field TREATMENT DATES will contain today's date.

(b) The field NEXT will contain the code IN.

The operator must now complete each field, as appropriate. The CURSOR automatically will appear at the Family Member Prefix (FMP) field. The operator should practice using the TAB key to become familiar with its response. Each time the TAB key is pressed, the CURSOR moves to the next or adjacent field or entry within a field. When an incorrect entry is made, press the TAB key until it returns to the appropriate field and then retype the correct entry.

(3) Field Descriptions: FMP and SSN

The FMP and SSN fields, together, are referred to as the "DEERS-ID" field. The FMP is a two-character integer field used to identify a type of beneficiary. If the sponsor FMP (20) is used, only sponsor data will be displayed. A listing of DEERS FMP numbers is found in Figure 5-1 on page 5-19. Use of the FMP is optional.

The SSN field is for the sponsor's social security number. After typing in the nine digits, check them to ensure they are correctly entered. The CURSOR automatically will position itself at the DOB field.

(4) Field Description: DOB

The Date of Birth field is for the birthdate of the beneficiary requested. The format of this field is a six-digit date: YYMMDD; so June 23, 1981, would be entered as 810623. If the birthdate is not known, enter 999999.

(5) Field Description: SC

This is a two-character Security Code provided by the DEERS Program Office. This code will change occasionally to protect the integrity of the Eligibility System. Site supervisors are responsible for protecting this code from compromise, thereby preventing use of the system by unauthorized persons.

(6) Field Description: UC

This is a two-character alphabetic field identifying the Uniform Chart of Accounts (UCA) Summary Account Code. Refer to Figure 5-2 on page 5-20 for a listing of these codes. They are used to classify the type of medical or dental service requested.

(7) Field Description: SITE

This is a six-character integer code provided by the DEERS Program Office. Each location is assigned a unique identifier for use as its Site Code.

(8) Field Description: TREATMENT DATES

As mentioned earlier, when this screen is displayed, it will contains today's date in both locations.

(a) If the beginning and ending dates of treatment are today's date, skip to subparagraph C.1.c.(9) on the next page.

(b) If the beginning date of treatment is not today's date, enter the desired beginning date (YYMMDD - see example below).

(c) If the expected ending date of treatment is not today's date, enter the desired ending date (YYMMDD - see example below). This ending date, however, cannot extend more than 6 months beyond today's date.

```
YYMMDD
 | |  L____ Two digits for day of the month
 | L_____ Two digits for month of the year
 L_____ Two digits for calendar year
```

EXAMPLE: Beginning date is December 31, 1981
          Ending date is January 3, 1982
          Type in: 811231 820103

NOTE: <u>The CURSOR automatically will skip a space between the two dates.</u>

      (9) Field Description: NEXT

As mentioned earlier, when this screen is displayed, it will contain the letters IN for Inquiry. In order to complete the eligibility inquiry, this field must contain the letters IN.

The operator may change the code shown in the NEXT field and, thereby, change the type of activity in progress. The following codes may be entered in the NEXT field:

        IN - DEERS Eligibility Inquiry Screen
        MM - Main Menu Screen
        SO - Sign-Off Screen
        HC - Help Screen (Codes)

After completing the DEERS-ID (FMP and SSN), DOB, SC, UC, SITE, TREATMENT DATES, and NEXT fields

(10) Press the ENTER key. When making an inquiry (IN), one of three conditions will occur:

(a) If the sponsor is enrolled, and the DOB of the sponsor or dependent entered matches the DOB on file, the DEERS Eligibility Inquiry Screen returned to you will appear as shown below:

```
FORM XXX              **** DEERS ELIGIBILITY INQUIRY ****        XX/XX/XX    XX:XX


FMP      SSN       DOB      SC   UC    SITE     TREATMENT DATES     NEXT    STATUS   BRANCH

XX   XXXXXXXXX   XXXXXX    XX   XX   XXXXXX    XXXXXX  TO  XXXXXX    XX       XX       XX

-------------NAME-------------FMP S--------DOB------AGE PRIV----------CONDITION-------------RS

XXXXXXXXXXXXXXXXXXXXXXXXXX   XX X    XX XXX XX    XX XXXX    XXXXXXXXXXXXXXXXXXXXXX    XX
XXXXXXXXXXXXXXXXXXXXXXXXXX   XX X    XX XXX XX    XX XXXX    XXXXXXXXXXXXXXXXXXXXXX    XX
```

(If, however, 999999 has been entered in the DOB field, the DOB entered did not match the DOB on file, or multiple beneficiaries exist for the DOB entered, the Family Display Screen will appear. Refer to subparagraph C.1.c.(10)(c) on page 5-10.)

The DEERS Eligibility Inquiry Screen appears in two parts:

<u>1</u> The first part of the screen refers to the sponsor.

<u>2</u> The second part of the screen is for the beneficiaries in the sponsor's family grouping having the same DOB for which the inquiry was made. All sponsor data will be returned for a sponsor inquiry. When the inquiry is for other family members, sponsor privileges will not be shown.

The fields displayed on the second part of this screen are described below:

FIELD NAME	DESCRIPTION
HIT	This is actually a CURSOR position under the FMP field next to the names of the beneficiary or beneficiaries in the sponsor's family grouping. It is used to indicate whether the inquiry identified the individual or individuals for whom the inquiry was made.
NAME	The name of the beneficiary.
FMP	The beneficiary's Family Member Prefix (Figure 5-1).
S	The sex of beneficiary.
DOB	The beneficiary's date of birth. The format is DD MMM YY.
AGE	The age of the beneficiary.
PRIV	The privileges for which the beneficiary is authorized.

MS   - Medical care, Uniformed Services (Direct Care)
MC   - Medical care, Civilian source (CHAMPUS)
MSMC - Medical care, both Uniformed Services and CHAMPUS
NONE - Not eligible at all <u>or</u> only partially eligible for the dates shown under COVERED DATES

CONDITION   This field will display the word "ELIGIBLE" or "NOT ELIGIBLE" for the treatment dates specified. However, there are times when the beneficiary is not eligible for the entire period requested in the inquiry. When this occurs, the dates for which the individual is eligible will appear. An asterisk(*) will appear after a questionable date, and the covered dates will show only these dates for which the individual is eligible.

RS   This field will display the reason for ineligibility. It will be blank unless the beneficiary is not eligible at all or the beneficiary is only partially eligible. If one of these conditions occurs, a two-digit End Reason Code will appear. Refer to the Help Screen for an explanation of these codes (see paragraph C.1.e. on page 5-14).

The CURSOR will appear under the HIT column next to the beneficiary requested. If the beneficiary listed is correct, no entry is required. If the beneficiary is not correct, enter a zero (0) in the HIT position next to that beneficiary.

Press the ENTER key. If the beneficiary was correct and no entry was made, the original DEERS Eligibility Inquiry Screen will appear with the CURSOR at the SSN position, ready for the next inquiry. If a zero was entered, the Family Display Screen will appear, so the correct beneficiary can be selected (see below).

(b) If the sponsor is not enrolled, the screen will return an error message indicating the reason.

(c) If a zero was entered in the HIT position, or if "999999" was entered in the DOB field, or the DOB entered did not match the DOB on file, or there were multiple people with the same DOB, the Family Display Screen will be returned to you, as shown below:

```
FORM XXX                     *** FAMILY DISPLAY SCREEN ***           XX/XX/XX          XX:XX
                             ****** XXXXXXXXXXXXXXXXX ******

                             INQ        NAME            FMP        SEX           DOB

ENTER                         X     XXXXXXXXXXXXXXXXXXX   XX         X        XX XXX XX
SELECTIONS --->
                              X     XXXXXXXXXXXXXXXXXXX   XX         X        XX XXX XX
                              X     XXXXXXXXXXXXXXXXXXX   XX         X        XX XXX XX
                              X     XXXXXXXXXXXXXXXXXXX   XX         X        XX XXX XX
```

The Family Display Screen will have one of several messages typed below the screen title:

<u>1</u> No more dependents to list.
<u>2</u> More dependents to list – enter a "Y" to retrieve.
<u>3</u> Duplicate sponsor SSN on data base – enter a "Y" to retrieve.
<u>4</u> Error messages will appear if data has been entered incorrectly.

The CURSOR will appear at the Inquire (INQ) position (the position to the immediate left of the sponsor's name).

(d) If the message "No More Dependents to List" appears on the screen, indicate with a numeral one (1) the beneficiaries desired for inquiry (tab down to each appropriate position). When the desired numeral or numerals have been entered, press the ENTER key, and the Eligibility Inquiry Screen will

reappear with the desired information. If the desired beneficiary or beneficiaries are not found on the Family Display Screen, enter the number zero (0) at the first or sponsor position. This zero may indicate a NO HIT for the sponsor or for two or more beneficiaries. IF A ZERO IS ENTERED, THE ENTRY WILL BE LOGGED AS A NO HIT AND THE ORIGINAL ELIGIBILITY INQUIRY SCREEN WILL REAPPEAR FOR THE NEXT INQUIRY.

(e) If the message "More Dependents to List - Enter a "Y" to Retrieve" appears on the screen and the operator wishes to see the additional dependents, enter the letter Y. The screen will reappear with these dependents. If the operator does not wish to see these additional dependents (that is, if the beneficiary the operator is looking for is already displayed), proceed as described in the preceding paragraph.

(f) If the message "Duplicate Sponsor SSN on Data Base - Enter a "Y" to Retrieve" appears on the screen and the operator wishes to see the family of this sponsor, enter the letter Y. The screen will reappear with this family's information. If the operator does not wish to see this second family (that is, if the beneficiary the operator is looking for is already displayed), proceed as described above.

d. Sign-Off

(1) From the Main Menu Screen, type in the numeral two (2) for the Sign-Off Screen. When using the DEERS Eligibility Inquiry Screen, type in the code SO in the NEXT field. When using the Help Screen, type in the code SO in the position indicated.

(2) Press the ENTER key. The screen will reappear as shown in the following illustration, with the CURSOR positioned to enter /SIGNOFF.

```
FORM XXX                          DEERS INQUIRY SYSTEM            DATE:  XXXXXXXX
                                    SIGN-OFF SCREEN               TIME:  XX:XX












                          HAVE A GOOD DAY, GOOD BYE


                   (ENTER "/SIGNOFF" TO TERMINATE YOUR SESSION)
```

(3) To sign off the DEERS Inquiry System, type in /SIGNOFF and press the ENTER key. The screen will reappear as shown below:

```
            WELCOME TO D.E.E.R.S. INQUIRY SYSTEM

            SIGN OFF STATION   XX TIME XX:XX

            USER XXXX            AT INST X
```
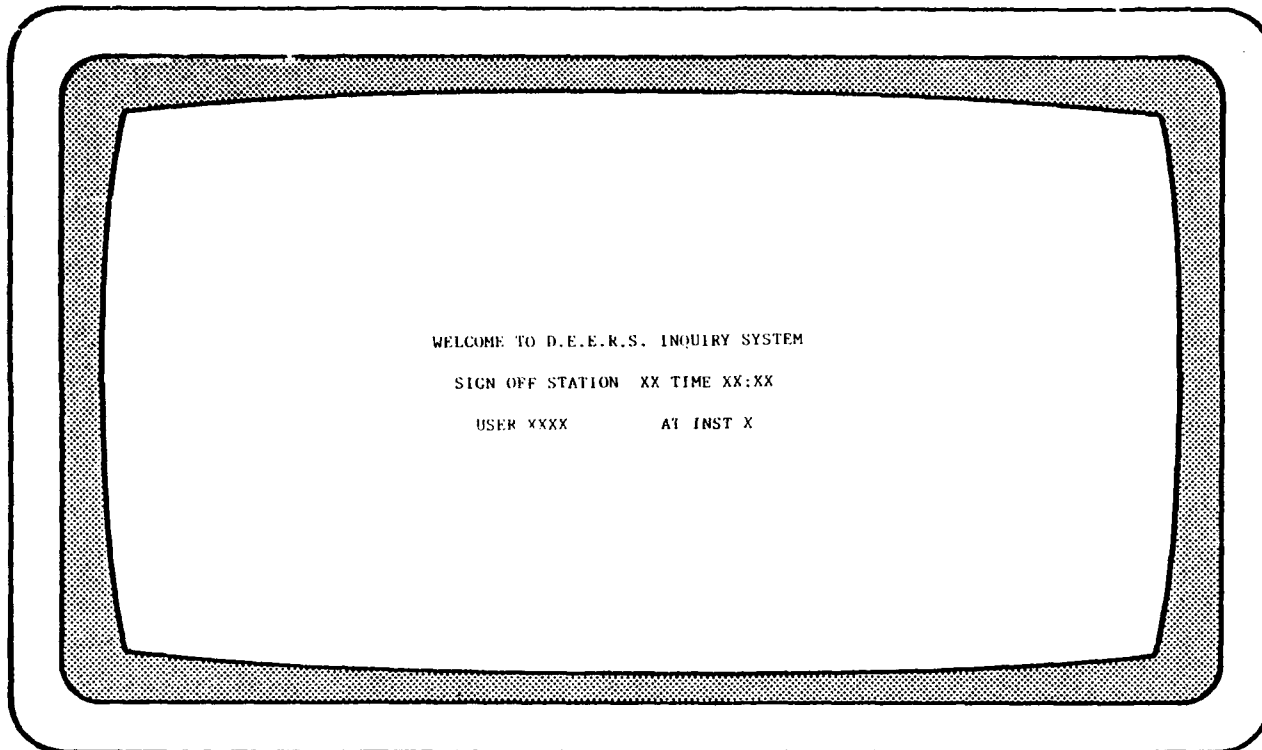
Note: If there is a special notice or message from the DEERS Eligibility Center, it will be printed on the lower half of this screen.

This screen advises the operator that he or she has signed off of the DEERS Inquiry System. The computer terminal is still signed on to the Computer System. Signing off of the Computer System is optional. If no further entries are made, turn the brightness control down as low as it will go. Leave the power on.

(4)   The CURSOR is now positioned in the upper left corner of the screen.   To sign off the Computer System, which is ￼ ￼onal, type in /SIGNOFF, and press the ENTER key.   The screen will reappear as shown below:

```
/SIGNOFF

THIS STATION ISN'T SIGNED ON......
```
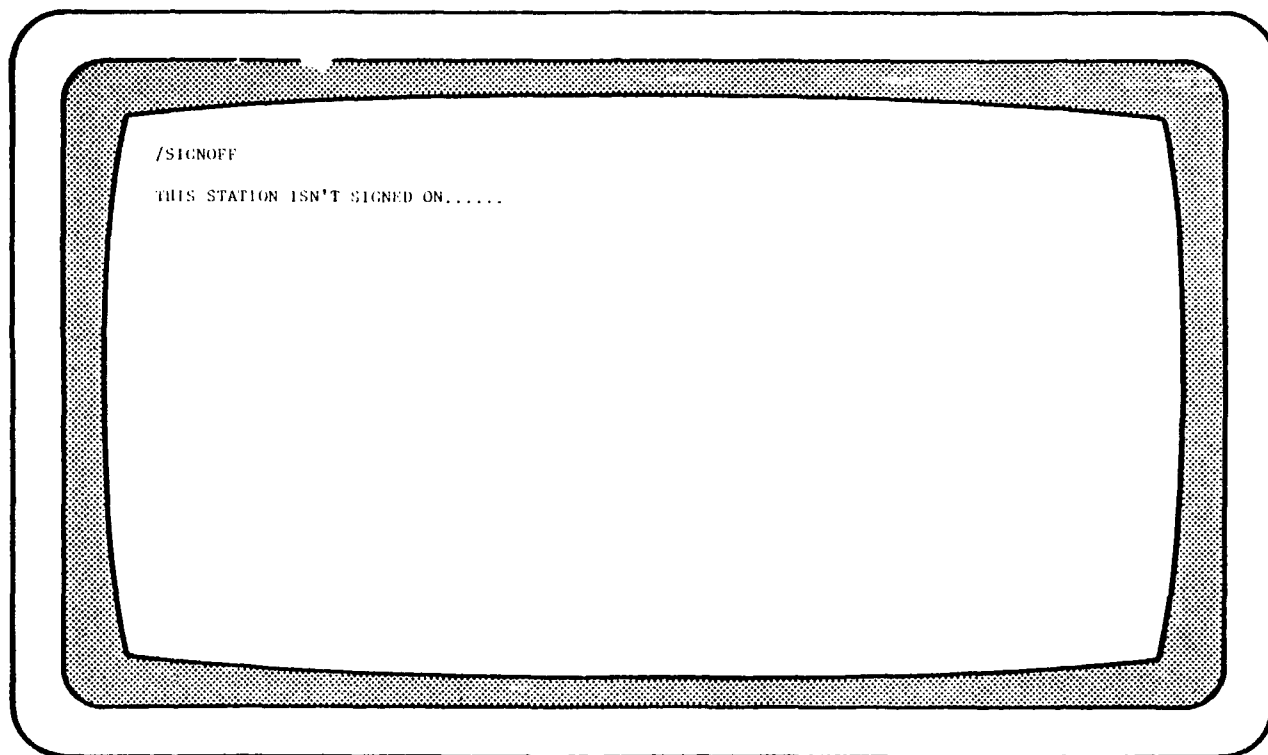
Turn the brightness control down as low as it will go.   Leave the power on.

e. Help Screen (Codes)

(1) To get this screen, type the code 3 on the Main Menu Screen. To return to the Main Menu Screen from the DEERS Eligibility Inquiry Screen, type MM in the NEXT field and press the ENTER key. An alternate and quicker way to get from the Inquiry Screen to the Help Screen is to type the code HC in the NEXT field, instead of MM, and press the ENTER key, thus by-passing the Main Menu Screen altogether.

(2) Press the ENTER key.

(3) The screen will reappear as below:

The Help Screen displays some of the codes used on the Eligibility Inquiry Screen, and provides definitions. The End Reason Codes appear in the RS field to explain why a beneficiary is not eligible at all or is only partly eligible. The codes for 5 Branches of the Uniformed Services are not listed on the Help Screen: USA, USN, USMC, USAF, and USCG. Medical Codes indicate eligibility for Uniformed Services and CHAMPUS health care. Status Codes are self-explanatory.

(4) To leave this screen, type MM for Main Menu Screen, IN for the DEERS Eligibility Inquiry Screen, or SO for the Sign-Off Screen in the position shown at the lower left corner of the screen.

(5) Press the ENTER key.

2. Telephone-Based System

a. **Telephone Type.** The telephone line used for eligibility checks wil be a rotary In-WATS telephone system. A rotary system means that when one of the lines at the Eligibility Center is not being used, the incoming call will automatically be transferred to that line. If a busy signal on the rotary line is received, all lines at the Eligibility Center are being used. Hang up and try again later.

b. During peak calling periods, it may be necessary to limit the number of inquiries per call to ensure that the maximum number of users are permitted to make inquiries. In the event that all lines are busy and operators have parties on hold, there will be a limit of 20 inquiries per call. Those users not completing their inquiries will be able to call during nonpeak hours to process inquiries without interruptions.

c. **Eligibility-Checking Procedure.** When an Eligibility Center operator answers the telephone, the following procedures shall be used to perform an eligibility check:

NOTE: When calling, remember to identify your facility and location.

(1) Supply the following information to the operator. An example of a call is included on the next page.

    (a) Site name, location, and approximate number of inquiries.

    (b) DEERS-ID (an optional FMP and sponsor's SSN).

    (c) Date of birth of beneficiary if known; if not known, then 999999.

    (d) Security code, UCA Summary Account code, and site ID.

    (e) FROM date (YYMMDD) of treatment (if different from today's date).

    (f) TO date (YYMMDD) of treatment (if different from today's date).

(2) The operator then shall perform an eligibility inquiry.

(3) If the beneficiary is found to be on file, the operator shall indicate that the beneficiary is enrolled in DEERS and is or is not eligible. When checking eligibility for more than one member of a family, each of the family members must be identified individually.

(4) If the beneficiary is not found on file, the operator shall indicate that the beneficiary does not appear to be enrolled in DEERS.

(5) This procedure is repeated until all beneficiaries have been checked; then the call is ended.

SAMPLE ELIGIBILITY CHECK CALL

OPERATOR: Good Morning. DEERS. This is Michelle. May I help you?

INQUIRER: Good Morning. This is Fort Mac, in San Antonio, TX.
              I have 20 DEERS eligibility checks.

OPERATOR: Thank you. I am ready to begin.

                        (Fields)   (Example)

INQUIRER: FMP (family member prefix - optional)   30
              SSN (social security number)   147938056
              DOB (date of birth)   450327
              SC (security code)   AC
              UC (UCA summary account code)   BA
              Site ID (six numbers)   135607
              Treatment Dates (if required)   811201 - 811215

OPERATOR: The beneficiary is Jane Smith, and she is eligible.

              If the beneficiary is not eligible, the inquirer shall be informed of
              this fact and a reason for ineligibility shall be provided.

              (This procedure is followed until all inquiries have been completed.
              It is not necessary to repeat SC and Site ID with each successive
              inquiry on the same phone call.)

INQUIRER: That's all I have for now.

OPERATOR: Thank you for calling DEERS. Goodbye.

    3. Computer-to-Computer Systems

         CHAMPUS and TRIMIS will have access to the Eligibility Data Base.
    CHAMPUS FIs shall use two applications: CHAMPUS claims development and CHAMPUS
    eligibility confirmation. TRIMIS also may be linked to the Eligibility System by
    means of a computer-to-computer interface. Operating instructions for these
    computer-to-computer interfaces are distributed separately.

         a. CHAMPUS Claims Development. CHAMPUS FIs use CRTs to query the DEERS
    data base to develop claims that otherwise might be returned because of missing
    data or have to be developed by telephone or correspondence. The FIs access the
    DEERS data base for data elements that are missing from the claim, thereby
    allowing the processing cycle to continue without interruption. This timely
    acquisition of missing data provides better and faster service and reimbursement
    to the claimants and providers of service.

         When claims history is available in the DEERS data base, the FIs and
    OCHAMPUS are able to access it by CRT for use in responding to inquiries and in
    recoupment processing.

b. <u>CHAMPUS Eligibility Confirmation</u>. The primary CHAMPUS utilization of the DEERS data base is in providing timely confirmation of patient entitlement for medical care to the FIs who are processing CHAMPUS health claims.

(1) <u>Interim Systems</u>. Preliminary systems have been in effect in two FI operations for varying periods since October 1981.

(a) An on-line real time system was implemented at Blue Cross of Washington/Alaska (BCWA) as part of their existing claims processing system. For incoming claims for which no information is on the FI data base, an identification query is transmitted to the DEERS West Coast Eligibility Center, as the entry of claim data continues. When the DEERS-ID is available, an eligibility query is transmitted, with confirmation of status returned within 15 seconds. A Discrepancy Report is generated by BCWA to identify potential ineligible payments, as well as inconsistencies between the DEERS and FI data, and is forwarded to the DSO for resolution.

(b) A batch Eligibility System has been implemented by Mutual of Omaha. Prior to finalization, claims that passed Mutual of Omaha's system edits are batched and transmitted to the DEERS Eligibility Center at the end of the day. Eligibility is confirmed and results transmitted to Mutual of Omaha prior to the next work day.

(c) Appropriate logs and records are maintained to record sponsor/dependent NO HITS and other data necessary to evaluate the reliability of the data base and the impact of each system on the FI system.

(2) <u>Final Systems</u>. All FIs will have claimant eligibility confirmation capability in either an "on-line real-time" or "batch" system mode after these applications have been tested and evaluated by Department of Defense.

c. <u>TRIMIS</u>

(1) <u>Initial System</u>. TRIMIS is acquiring commercially available systems to support pharmacy, laboratory, patient records, and patient appointment system applications. Whenever feasible, a computer-to-computer interface shall be acquired and installed as a function available to the TRIMIS users.

(2) <u>Registration/Admission, Disposition, and Transfer (R/ADT)</u>. TRIMIS is piloting a R/ADT system at Keesler Air Force Base. A system-to-system interface has been developed and implemented. R/ADT users submit DEERS inquiries as a part of patient in-processing for various items, such as inpatient admission and requesting an outpatient record. The R/ADT pilot is a demonstration system that will develop standards and procedures to be incorporated in the next generation of standard TRIMIS.

D. COMPLETING THE DEERS ENROLLMENT FOLLOW-UP FORM

1. After making an eligibility check, follow-up actions may be required in order to pass vital enrollment information back to Uniformed Service personnel systems.

2. MTF and DTF personnel shall prepare the DEERS Enrollment Follow-up Form, DD Form 2270 (Figure 5-3), in duplicate, in the following instances:

    (a) The patient or sponsor is not on the Eligibility File.

    (b) There is incorrect information on the Eligibility File.

    (c) For all births.

    (d) For all deaths.

3. One copy of the completed DD Form 2270 shall be given to the patient or sponsor with instructions to contact the sponsor's Uniformed Service personnel office to correct noted discrepancies. One copy of the form shall be retained in a suspense file for future enrollment follow-up.

4. The Uniformed Service personnel office shall follow established policies and procedures to effect enrollment or necessary corrective actions.

5. Figure 5-4 is a flowchart of an eligibility check at an MTF or DTF.

DEERS FAMILY MEMBER PREFIX NUMBERS

Sponsor	20	
Spouse of Sponsor	30	Includes spouse of a deceased sponsor
Mother of Sponsor	40	Includes dependent adoptive mother
Father of Sponsor	45	Includes dependent adoptive father
Mother-in-law of Sponsor	50	
Father-in-law of Sponsor	55	
Eligible Dependent Children	01-19	
Not Elsewhere Classified	99	
Others	60-69	

Figure 5-1

UCA SUMMARY ACCOUNT CODES

Summary Account - 2 characters

AA - Inpatient Medical Care
AB - Inpatient Surgical Care
AC - Inpatient Obstetrical and Gynecological Care
AD - Inpatient Pediatric
AE - Inpatient Orthopedic
AF - Inpatient Psychiatric Care
BA - Ambulatory Medical Care
BB - Ambulatory Surgical Care
BC - Ambulatory Obstetrical and Gynecological Care
BD - Ambulatory Pediatric Care
BE - Ambulatory Orthopedic Care
BF - Ambulatory Psychiatric/Mental Health Care
BG - Ambulatory Family Practice Care
BH - Ambulatory Primary Medical Care
BI - Ambulatory Emergency Medical Care
BJ - Ambulatory Flight Medical Care
BK - Ambulatory Underseas Medicine Care
CA - Dental Services
CB - Type 3 Dental Prosthetic Lab
CC - Type 2 Dental Prosthetic Lab
DA - Pharmacy
DB - Pathology
DC - Radiology
DD - Special Procedures Services
DG - Same Day Services
DH - Rehabilitative Services
DI - Nuclear Medicine
FN - CHAMPUS

Figure 5- 2

DEERS ENROLLMENT FOLLOW-UP FORM

This health care facility is using a computerized system to ensure that the medical treatment you are receiving is extended to only those persons entitled to Uniformed Services benefits. This system is called the Defense Enrollment Eligibility Reporting System — DEERS, for short. Enrollment in DEERS is mandatory and will eventually be used as the primary basis for extending benefits.

We are reviewing the accuracy and timeliness of the information we have stored in our system. When we attempted to confirm your eligibility for care, we noted that:

1. DISCREPANCY:

a. IF SPONSOR IS THE PATIENT	b. IF DEPENDENT IS THE PATIENT
[ ] Sponsor Not on DEERS File	[ ] Sponsor Not on DEERS File
[ ] Sponsor's Name Spelled Incorrectly	[ ] Patient Not on DEERS File
[ ] Sponsor's Date of Birth Incorrect	[ ] Patient's Name Spelled Incorrectly
[ ] Other	[ ] Patient's Date of Birth Incorrect
	[ ] Other

2. SPONSOR'S NAME: LAST FIRST MIDDLE INITIAL	3. SPONSOR'S SSN:
4. DEPENDENT'S NAME: LAST FIRST MIDDLE INITIAL	5. DEPENDENT'S SSN:

You/Your sponsor should contact your/his or her service personnel office immediately to correct the noted discrepancy. Sponsors of dependents who are not yet enrolled in DEERS will be asked to provide legal documentation proving eligibility for each dependent to be enrolled.

We regret any inconvenience you may have experienced as a result of DEERS, but we do need your help in resolving the discrepancy noted.

Thank you for your assistance.

INSTRUCTIONS

This form shall be prepared by medical and dental treatment facility personnel in accordance with the following instructions and those contained in the DEERS Program Manual, DoD 1341.1-M, or in Service guidelines.

BLOCK 1:   If Sponsor is the patient, check appropriate box(es) in BLOCK 1.a.
            If Dependent is the patient, check appropriate box(es) in BLOCK 1.b.
BLOCKS 2, 3, 4, and 5:   Self-explanatory.

First sentence after BLOCK 5:   Cross out inappropriate words. Example: If dependent is the patient, sentence should read: "~~You~~/Your sponsor should contact ~~your~~/his or her service . . . ."

DD FORM 82 APR **2270**

Figure 5-3
5-21

MTF/DTF FLOW CHART

DEERS CHECK MADE AT MTF/DTF

DEERS ELIGIBLE ?

YES → NO FURTHER ACTION REQUIRED → END

NO

MTF/DTF COMPLETES DD FORM 2270

MTF/DTF INSTRUCTS SPONSOR/PATIENT TO TAKE FORM TO RESPECTIVE MILPER OFF.

ACTIVE DUTY SPONSOR ?

YES → UNIFORMED SERVICE TAKES APPROPRIATE ACTION VIA MEMBER'S COMMAND → MEMBER ENROLLS → END

NO

RETIRED SPONSOR/ DEPENDENT OR SURVIVOR GIVEN DEERS INFORMATION → MEMBER ENROLLS → END

Figure 5-4

CHAPTER 6

INFORMATION PROGRAM

A. **GENERAL**

1. This chapter provides guidance for information and public affairs officers (PAOs). It is to be used in conjunction with the DEERS Public Affairs Officers Kit, which contains sample articles, a speech, camera-ready material, and other information items. The objectives of the DEERS Information Program are as follows:

   a. To promulgate information on DEERS and to encourage positive acceptance and understanding of the program by all beneficiary audiences.

   b. To ensure the highest possible percentage of enrollment among all beneficiary groups.

   c. To facilitate the enrollment and eligibility checking processes at each successive site where DEERS is implemented.

   d. To provide the basis for a DEERS maintenance and update campaign after initial enrollment is completed.

B. **RESPONSIBILITIES**

A far-reaching mandatory project such as DEERS requires a comprehensive information program within each Uniformed Service to stimulate participation and acceptance by those beneficiaries from whom action is required to implement the program. To be effective, the DEERS information program must be conducted on two levels--one aimed at providing general DEERS information to the Uniformed Service audience (including retirees, all dependents, and all survivor beneficiaries), and a second, more focused effort aimed at the geographic area undergoing intensified enrollment in DEERS. Strong support at the local command level is essential.

1. **Lead Service Information Coordinator**

   a. Based on the population density representation for each Uniformed Service, the DEERS Program Office has designated a Lead Service for each phase of DEERS intensified enrollment. Lead Service information responsibilities are the following:

PHASE	LEAD SERVICE
I	Navy
II	Air Force
III	Army/Marine Corps
Keesler (DEERS/TRIMIS Project)	Air Force
IV	Navy
V	Army
VI	Air Force
VII	Navy

VIII	Army
IX	Navy/Air Force
X	Air Force
XI	Air Force
XII	OSD

b. The Lead Service information coordinator shall coordinate DEERS information activities with designated Lead Service liaison officers from the other functional areas (such as personnel, medical, and communications) and with the PAOs from other Uniformed Services facilities within the implementation phase. The Lead Service information coordinator shall coordinate geographic responsibilities for local information releases. Coordination is required to ensure single-voice (all Uniformed Services) information releases and to avoid duplication in information dissemination efforts.

2. Local Installation PAOs

At the local installation level, the designated PAO for DEERS is responsible for conducting an aggressive campaign to inform all applicable audiences about DEERS benefits and requirements. The PAO must coordinate with the Lead Service information coordinator and with the DEERS liaison officers from the other functional areas on the installation. PAOs shall ensure that the DEERS program coverage is timely, accurate, and comprehensive. Maximum use of all available media should be made to reach target audiences. The traditional internal information media must be supplemented by chain-of-command communication such as command briefings, daily bulletin and plan of day entries, dependent and ombudsmen briefings, correspondence from personnel offices, career and retiree counseling, and in-bound and out-bound briefings for new arrivals and personnel departing a command.

3. Joint-Usage Material

Materials for joint-Service use, such as posters, brochures, and general news releases, shall be developed by the DEERS Program Office in coordination with the American Forces Information Service, a division of the Office of the Assistant Secretary of Defense (Public Affairs). Local PAOs are encouraged to develop and use in-house resources in support of DEERS activities, but must keep within currently authorized budget limits. Section D. of this chapter further describes joint-usage materials.

C. TARGET AUDIENCES OF THE DEERS INFORMATION PROGRAM

1. Active Duty Personnel and Their Dependents

Particular attention is required to inform dependents whose sponsors are deployed or not living with them and, vice versa, to ensure that sponsors on unaccompanied tours are informed of the necessity of having their dependents enrolled in the area in which the dependents reside.

2. Retired Personnel, Their Dependents, and Survivors

a. Enrollment packets are mailed by the DSO to retirees entitled to retirement pay and to survivors receiving annuities in the geographic area undergoing DEERS intensified enrollment. (See section E in Chapter 3.) Application forms (DD Forms 1172) contained in these packets may be filled in and returned with appropriate documentation to accomplish dependent enrollment through the mail. Mailing addresses are obtained primarily from finance files. In cases where an annuity goes directly to a bank and no correspondence address is available, the DEERS packet may also go to the bank. If the correspondence address on file is not current, the packet is usually returned to the DEERS Support Office "undelivered."

b. Survivors not receiving annuities do not receive packets. They must enroll themselves and their dependents in DEERS. Often the only way to reach this population is through an external media campaign.

c. Experience has shown that localized information providing specific directions on what is required to enroll is needed to enable retirees and survivors to take appropriate action. Such information as telephone numbers, building numbers, and dates of enrollment in a given area are all required elements of the information program.

3. Other Personnel

a. This category includes Medal of Honor winners, 100 percent disabled veterans, foreign military sponsors, eligible civilians, Reserve Officers' Training Corps (ROTC) students/cadets/midshipmen, National Guard and reserve personnel and their dependents, and any other eligibles. In the case of ROTC and National Guard/reserve personnel, the aim is to advise them of the program and when they would become eligible beneficiaries. Inactive duty National Guardsmen and reservists normally do not become eligible for enrollment until the sponsor reaches age 60 and is drawing retirement pay. At that time, the sponsor would be enrolled automatically, but would be required to enroll his or her dependents. ROTC personnel shall be enrolled in DEERS upon reporting for active duty and then shall be required to enroll any eligible dependents.

b. Utilization of external media is necessary to reach a small percentage of DoD beneficiaries who are out of the mainstream of internal information channels. This is often the only way to advise them that they must take specific actions in order to become enrolled to ensure their continued eligibility for Uniformed Service benefits.

(1) When a large "retired Service" population lives in the vicinity of a Uniformed Service installation, the civilian media may be receptive to publishing stories on DEERS and including specific information on what is required of retirees and surviving spouses and dependents.

(2) When members of the "other" category of beneficiaries are known or thought to be living in the civilian community, but in relatively small numbers, a general information news release on DEERS may be appropriate. The news release would indicate that beneficiaries should contact the nearest Uniformed Service installation for further information.

(3) The "hard to find" beneficiaries may also be reached through the periodic contact they may have w'th Uniformed Service installations. Posters and brochures strategically placed in commissaries, exchanges, check-cashing outlets, MTFs and DTFs (such as out-patient waiting rooms, pharmacies, record offices, and health benefits advisors' offices) should be of assistance in reaching these beneficiaries.

D. JOINT-USAGE MATERIAL

General promotional material for DEERS shall be developed at the DoD level to ensure continuity and cost effectiveness.

1. Types of Material

a. Public Affairs Officer's Kit. The Public Affairs Officer's Kit is distributed to the PAO at the phase planning conference along with the "DEERS Program Manual." It contains sample materials for use in conducting a DEERS publicity campaign, including news articles, speech copy, camera-ready art, radio scripts, and other items.

b. Wall Posters. DEERS wall posters measure 11 x 17 inches. Wall posters should be posted approximately 7 to 14 days prior to initial enrollment. Sufficient posters should be ordered in advance to effect wide dissemination of DEERS information, installation-wide, and, when applicable, aboard ship.

c. DEERS Brochure. The DEERS brochure contains general information about the program and how it applies to various members of the Uniformed Service community. It is designed to be used with the countertop brochure dispenser but, when appropriate, may be used without the dispenser. Local information for enrollment such as the DEERS points of contact or telephone numbers should be stamped or printed on these brochures.

d. Countertop Brochure Dispensers. DEERS countertop brochure dispensers measure 11 x 14 inches and contain a "TAKE ONE" pocket for brochures. It is essential that the countertop dispenser pockets be maintained with a supply of the brochures. The brochure dispensers shall be located at strategic points around the installation—that is, at commissary and exchange check-cashing counters, hospital and clinic waiting rooms, medical and dental records desks, health benefits advisors' offices, base theaters, and housing and personnel offices. Significantly fewer countertop brochure dispensers, than DEERS wall posters, should be ordered.

2. Ordering Materials

a. Local experience, initiative, and the number of bulletin boards and display points at a given installation or aboard a given ship should be considered when determining the number of wall posters to order.

b. The number of countertop brochure dispensers ordered shall reflect high traffic points around the installation or aboard ship. It is estimated that a major base or installation will be able to use effectively (and stock brochures for) about 20 countertop dispensers. It is intended that the brochure be read by all categories of beneficiary audiences, including active duty sponsors. Even though the latter's enrollment is automatic, the brochure will help explain to them—and others—just what DEERS is and what action is required of them to ensure that their eligible dependents are enrolled.

c. As a general rule, local commands should order brochures in the following quantity:

(1)	Active duty population	XXXX
(2)	Dependent population	XXXX
(3)	Retiree population in area (est.)	XXXX
(4)	Dependents of retirees in area (est.)	XXXX
(5)	Drilling reservists in area	XXXX
(6)	ROTC students in area	XXXX

TOTAL divided by 2.5

d. Local requirements for DEERS posters and brochures shall be coordinated with the Uniformed Services' DEERS information officers in Washington, D.C. (see section G. on page 6-9), approximately 75 days prior to Enrollment Day (E-Day—the day intensified enrollment begins).

E. THE INFORMATION CAMPAIGN

1. The key to success of DEERS is enrolling as many eligible beneficiaries (of every category) as early as possible during the initial enrollment period in a given area. At the local and regional level, promotion of E-Day is one of the principal ingredients of the information campaign. Successful innovative techniques employed at one locale or command should be promulgated for use or consideration at other enrollment sites.

2. Outlined on the next page is a suggested sequence of actions in support of a regional or local enrollment campaign. It should be noted that DEERS enrollment shall take place in designated regions, which may include several states and, in most cases, more than one Uniformed Service. The enrollment phase may be underway at three or four major military installations and at a variety of smaller stations or bases simultaneously.

a. **Suggested Schedule for DEERS Information Campaign**

Timing	Action
(1) E-115	(E-Day minus 115 days) Uniformed Service project officers contact installation PAOs with DEERS workshop dates and specify attendance. PAOs are tasked with determining the numbers of posters, brochures, and brochure dispensers needed for their respective installations, and the project officer's mailing address. This information is due at the workshop. In addition, the Lead Service information coordinator is designated and briefed by the Lead Service information project officer.
(2) E-75	DEERS Implementation Training Workshop. The Lead Service information project officer and the information coordinator help conduct the information committee meeting. Tasks are designated, as appropriate. Information on brochure and poster needs is given to the DoD representative.
(3) E-45	Regional information meeting. Information plans should be completed. Dialogue with local DEERS project officer is vital.
(4) E-44	Base newspaper releases begin. Initial news releases should emphasize the documentation needed and urge sponsors to obtain replacements for lost or misplaced documents. PAOs coordinate with local personnel project officers to contact local Uniformed Service clubs and organizations to schedule DEERS presentations.
(5) E-7 thru E-1	PAOs meet with local television news directors, brief them on DEERS fact sheet information (see Public Affairs Officer's Kit); and arrange date and time of base visit of camera crew. PAOs proceed with brochure and poster distribution on base.
(6) E-Day	With the exception of base newspaper articles, media effort shall begin no sooner than E-Day. (See following page for detailed discussion on media usage.)
(7) E+30	Evaluation of local information plans. Follow-up releases, as necessary. Brochure distribution points restocked.
(8) D-30	(Eligibility Checking Day—D-Day—minus 30 days) Contact medical project officer for facts on eligibility checking. Determine medical information needs. Supply hospitals and clinics with material such as brochures, posters, and fliers.

(9) D-7   Promotional efforts emphasize eligibility checking phase.

(10) D-Day   Extensive information media coverage.

(11) D+14   Followup reports on both enrollment and eligibility checking.

(12) D+45   Appropriate periodic updates related to DEERS
     plus   enrollment, eligibility checking, and maintenance.

b.   Timing, Frequency, and Importance of Coverage

(1) Base Newspapers.   Articles begin 2 weeks prior to E-Day and continue beyond the initial eligibility-checking phase.   Weekly coverage lasts for 6 weeks. Articles shall be published on an "as needed" basis after the initial 6-week period.   (Sample articles are included in the Public Affairs Officer's Kit.)

(a)   Base newspapers shall inform both active duty and retiree populations.   Include list of documents needed for verification of eligibility.

(b)   One liners (such as "Have you enrolled your dependents in DEERS?") and DEERS logo and slogans shall be placed throughout the paper, in addition to feature articles; they offer necessary reinforcement.   (DEERS camera-ready logos and slogans are included in the Public Affairs Officer's Kit.)

(c)   After the 1st month of informative articles, a question and answer column, pictures of enrollment and eligibility checking, and cartoons may be used in revitalizing the information effort.

(d)   Name and telephone number of the local DEERS contact should be prominent in all releases.

(2)   Brochures and Posters.   Initial distribution shall be completed prior to E-Day.   Monitor and refill brochure distribution points monthly or more frequently if necessary.   (Sample brochure is included in the Public Affairs Officer's Kit.)

(a)   Brochures and posters provide informational reinforcement.

(b)   Brochures and posters, at a bare minimum, should be distributed in the exchange, commissary, service station, personnel office, and MTFs and DTFs.

(c)   When possible, name and telephone number of DEERS contact should be displayed on the poster.

(3) DEERS Presentations.   Speeches should be given to military units, clubs, and organizations before and following E-Day.

(a)   Presentations are important because the audience will be informed, questions will be answered, and a neutral or favorable attitude usually will be created.

(b) Fliers with the name and telephone number of the DEERS contact should be distributed during presentations so audience members can have future questions answered by contact.

(4) **Uniformed Service and Civilian Radio Broadcasts.** Release information 1 week before E-Day to air no sooner than E-Day. Solicit additional coverage when needed. Make follow-up inquiry if DEERS announcements are not heard.

(a) Coverage may be achieved on newscasts, talk shows, and community calendar slots, and through public service announcements.

(b) The importance of announcing the name and telephone number of the DEERS contact in the broadcast should be stated in cover letter to the program or public service director explaining the release.

(5) **Uniformed Service and Civilian Television Newscasts.** At least one newscast coverage from each local television station is recommended on or after E-Day.

(a) The civilian television newscast provides an effective means of reaching the uninformed retiree/survivor/dependent audience.

(b) Personal visits to news directors, as opposed to phone calls and mailings, are most successful in achieving coverage in areas of implementation.

(c) DEERS fact sheet information (see Public Affairs Officer's Kit) shall be discussed with news directors and camera crews to ensure accuracy of information conveyed.

(d) If practical, the DEERS telephone number should be mentioned in the newscast and shown on the screen. (Be sure to make a final check of the number to ensure accuracy.)

(e) Newscast coverage attracts more attention than public service announcements. The newscast viewer audience is sizeable and is usually receptive to information. Exceptional results have been gained through newscast coverage. However, public service announcements should be used as an additional means of informing.

(6) **Civilian New.papers.** Released after E-Day. Seek coverage whenever possible.

(a) Articles may emphasize improvement in health benefits and fraud reduction to achieve placement on or near the front page and in health care sections. Article placement near the obituary column is also desirable.

(b) Stress DEERS as Uniformed Service-wide, involving active duty personnel, retirees, survivors, and dependents.

(c) The importance of including the name and telephone number of the DEERS contact in the article should be addressed in a cover letter to the editor explaining the release.

F. **MAINTENANCE**

1. DEERS is an ongoing program and, as such, will require periodic information support after intensified enrollment is completed and eligibility checking has become routine at installations within the phased-in area.

2. A continuing effort shall be made by all installation PAOs to inform beneficiaries who might not be enrolled. This effort may include presentations to dependents, retirees, and survivor groups, exhibits at open houses and retiree seminars, and articles in the installation paper giving DEERS updates and reminding beneficiaries new to the area that they must be enrolled. Supplies of brochures and posters should be available for continuing use.

3. PAOs shall maintain a close relationship with personnel and medical officers concerned with ongoing DEERS activities at the local level. Regularly scheduled meetings shall be held with representatives from these functional areas.

4. Uniformed Service news bureaus shall provide periodic articles on DEERS that may be used in local installation papers to update the beneficiary population on DEERS.

5. Graphics and exhibit support for presentations and demonstrations may be obtained through contractor maintenance representatives or by contacting the Uniformed Service project officer (see section H., below).

6. Additional publicity materials, such as posters, brochures, and Public Affairs Officer's Kits, may be obtained through Uniformed Service information officers in Washington, D.C. (see section G., below).

G. **DEERS INFORMATION OFFICES AND POINTS OF CONTACT AT OSD AND SERVICE HEADQUARTERS**

Organization	Office and Location	Telephone
OSD	DEERS Program Office Room 3E341, The Pentagon Washington, D.C. 20301	(202) 694-4705 AUTOVON 224-4705
Army	HQDA SAPA-PP Washington, D.C. 20310	(202) 697-5081 AUTOVON 227-5081
Navy	NIRA NOP-00740 Washington, D.C. 20350	(202) 695-2356 AUTOVON 225-2356
Marine Corps	HQME Public Affairs, Code PAM Washingtn, D.C. 20380	(202) 694-1492 AUTOVON 224-1492

Organization	Office and Location	Telephone
Air Force	SAF/PAX Washington, D.C. 20330	(202) 697-6703 AUTOVON 227-6703
Coast Guard	USCG HQ PA Office Washington, D.C. 20593	(202) 426-2310 FTS - same AUTOVON - none
Public Health Service	See section H.	
NOAA	See section H.	

H. DEERS OSD AND SERVICE PROJECT OFFICES

Organization	Office and Location	Telephone
OSD	DEERS Program Office Room 3E341, The Pentagon Washington, D.C. 20301	(202) 694-4705 AUTOVON 224-4705
	DEERS Support Office 2100 Garden Road, Suite B-2 Monterey, CA 93940	(408) 646-1010 AUTOVON Via: NPS 878-0111 Fort Ord 929-1110
Army	HQDA DAAG-PSI Alexandria, VA 22331	(202) 325-9591 AUTOVON 221-9591
Navy	OP-01B5 (NMPC-081) Washington, D.C. 20370	(202) 694-3479 AUTOVON 224-43479
Marine Corps	HQMC MSPA-3 Administrative Officer Washington, D.C. 20380	(202) 694-1958 AUTOVON 224-1958
Air Force	USAF AFMPC/MPCDOP Randolph AFB, TX 78150	(512) 652-5985 AUTOVON 487-5985
Coast Guard	Commandant, USCG G-PS-1 Washington, D.C. 20953	(202) 426-0276 FTS - same AUTOVON - none

Organization	Office and Location	Telephone
Public Health Service	Compensation & Benefits Branch Parklawn Building, Rm 4-35 5600 Fishers Lane Rockville, MD 20857	(301) 443-4590 FTS - same AUTOVON - none
NOAA	Commissioned Personnel Division NOAA (NC1) Rockville, MD 20852	(301) 443-8616 FTS - same

CHAPTER 7

COMMUNICATIONS

A. GENERAL

This chapter is designed for MTF communications officers and base communications officers who are responsible for ensuring that communications media for DEERS are adequate and responsive to local conditions.

1. Communications Objectives

a. To create a communications environment with minimal impact on MTF and DTF daily activities.

b. To have a positive eligibility inquiry communications process that does not consume more than 60 seconds of the checking person's time.

c. To have operational data circuits that provide service with 5 to 10 seconds average response time for on-line inquiries.

d. To provide a data communications environment that provides several cost-effective alternatives to the users.

e. To have a "system not available" rate of 5 percent or less.

2. Definitions

a. Voice communications - WATS or dial-up standard service to a location with a terminal where the inquiry is performed and the results passed back.

b. Data communications - CRT terminal or other electronic device linked to eligibility center computer by leased line or dial-up modem.

B. COMMUNICATIONS ENVIRONMENT

1. Overview

a. The Phase I communications network installed in the Tidewater region contained both data and voice communications devices. Based on this experience, a network of on-line and dial-up service is being installed in conjunction with the DEERS phased schedule. A study of each MTF and DTF is made to determine the need for CRT or telephone support. The criteria for the determination are overall patient workload and number of medical transactions at the facility. The data communications equipment selected for Phase I was made by Hewlett-Packard and gave Phase I the following advantages:

(1) It facilitated the use of a government-owned Hewlett-Packard 3000 minicomputer to support Phase I activities.

(2) It provided Phase I development with "off the shelf" software for communications, terminal screen handling, and data base management.

b. Hardware for subsequent phases was selected pursuant to a Delegation of Procurement Authority received from the General Services Administration. Dedicated circuits are obtained through the DCA. Telephone circuitry for connection to the WATS lines is procured locally.

2. Terminal Network

a. The terminal network has two primary functions: field inquiry and Eligibility Center inquiry.

b. The field sites use Racal-Milgo 4276 and ITT Courier synchronous terminals. These are configured as multipoint terminals on synchronous multidrop leased lines.

3. Eligibility Center

The Eligibility Centers have phones that are connected to the INWATS lines. Each operator has an individual CRT to answer all inquiries received.

4. Results of Initial Experience

The following results of experience to date have been incorporated into network planning:

a. System response time has averaged within the desired range of 5 to 10 seconds with peak volume response times of 15 seconds or less.

b. System downtime has been between 3 to 4 percent of scheduled hours.

c. The average time for the actual eligibility inquiry is 30 seconds by telephone inquiry and 10 seconds by direct terminal inquiry.

d. Acoustic coupler connections have had problems due to the quality of voice lines.

e. The Uniformed Services have made more efficient use of terminals in the field than expected by using the local facilities equipped with terminals as local eligibility centers. This development should permit a reduction in the number of WATS lines required.

f. The installation of the communciations environment revealed a variety of problems at the facilities that were connected with the Eligibility Center, such as the saturation of existing communications equipment and the requirements of local building codes.

5. Planning Factors

Based upon the initial phase's experience, certain planning factors required emphasis during subsequent implementations and operations. Long lead times for communications and equipment installation coupled with the broad range

of alternatives available to individual commands dictate up to 1 year of advance preparation. This includes coordinating with the command staff on the installation and maintenance of the communications system. Although 6 months is the usual advance preparation time, in those cases requiring more time, the Department of Defense and its agent shall establish liaison at earlier times. The following factors affect the range of alternatives and possible leadtimes:

a. Facility workload

   (1) Mix of types of patients.
   (2) Mix of appointments, referrals, and emergencies.
   (3) Peak loading.
   (4) Hours of operation.

b. DoD and Uniformed Service policies

   (1) Personnel provided for support.
   (2) Number of checks demanded.
   (3) Procedures to be followed if No Hit.
   (4) System utilization statistics.
   (5) Reports required.

c. Physical configuration of facilities

   (1) Number of buildings.
   (2) Availability to staff.
   (3) Common spaces.
   (4) Isolated spaces.

d. ADP considerations

   (1) Software controlling system use.
   (2) Types of terminals supported.
   (3) Types of data protocols supported.
   (4) Amount of useful data provided per screen or access.
   (5) Support the system provides for follow-up procedures.
   (6) Availability of maintenance.

C. RESPONSIBILITIES, FUNDING, AND COMMAND GUIDELINES

   1. Responsibilities

   The DEERS Program Office coordinates DEERS requirements with offices such as the Office of the Deputy Under Secretary of Defense (Communications, Command, Control, and Intelligence (ODUSD(C^3I)) and with Defense Agencies such as the DCA.

   2. Funding

      a. The Department of Defense shall order, accept, and pay all costs for long lines and central communications services. The Department shall pay directly or reimburse the Uniformed Services for the mutually agreed to local (on

base) communications services. The Uniformed Services have agreed to a procedure that provides for the DEERS contractor to order and make payment for local communications services. All communications orders are coordinated with local ADP command-level personnel for execution. If required, Uniformed Service elements shall identify funds and accounts to be used for charging DEERS implementation costs. As necessary, the DEERS Program Office shall establish a mechanism for reimbursement by the Department of Defense of the Services' operation and maintenance costs for DEERS implementation. (The Department of Defense shall fund a specified level of support through FY 1987. Uniformed Service resources are required only if local requirements exceed capabilities offered by the Department of Defense.)

b. All long-line and central costs shall be ordered, accepted, and paid by the Department of Defense or its agent. Local requirements also shall be satisfied through the mechanisms used to acquire long lines and central facilities, with the option that the Uniformed Service may present a schedule of costs and be reimbursed at the Service level, by means of a Military Interdepartmental Purchase Request.

3. Command Guidance

The Uniformed Service project officers, through the chain of command, shall advise base-level commands of DEERS' need for conditioned lines to handle data requirements and shall advise local commands of the necessity to identify a local DEERS project officer for both communications and implementation, to serve as points of contact at local levels. Uniformed Service supply procedures shall be followed to ensure accountability for government-furnished equipment (such as CRTs) installed on Uniformed Service installations.

D. BASE IMPLEMENTATION PLAN

1. Overview

a. Specific procedures for obtaining communications services may vary among Uniformed Services and, quite possibly, among facilities within each Service. At this time, general procedures involve the DEERS Program Office or its agent contacting a facility level representative of the Uniformed Service communications organization or the base communications officer. (Refer to subsection D.3. on page 7-6 for detailed procedures.) Information is required concerning the type of communications line or lines needed, the type of communications equipment to be installed, the base sites where the line will terminate, and the equipment to be installed. This information is collected during a scheduled visit to the site by the DEERS Program Office or its agent using the DEERS Site Survey form (Figure 7-1). If base communications resources cannot support the communications requirements, it will be necessary to contact commercial vendors or other suppliers to provide the necessary equipment and installation support.

b. Communications service inside the MTF or DTF may not always be handled by the base communications officer. In such cases, it will be necessary

to meet with the MTF's or DTF's communications officer to arrange for service and installation of lines and equipment within the facility.

c. It is important to allow enough leadtime to meet scheduled deadlines for obtaining service. These milestones have been incorporated into the implementation schedule. On-base communications may be provided by contract or by in-house military facilities. If the local communications services are provided by a commercial vendor, it will be necessary to contact the business office of the appropriate communications vendor concerning new service. Generally, the vendor will have previous experience dealing with the military installation and will have contacts in the base communications organization with which he will deal. If the vendor had not previously dealt with the base communications organization, it will be necessary to establish a working relationship between the two organizations.

d. If military facilities will provide the support, the base communications officer will be furnished the (agreed to) specifications.

2. Implementation Schedule

The overall DEERS implementation plan is the basis for the communications plan. The following tasks are based on the assumption that individuals are aware of the DEERS project's scope and responsibilities. These tasks shall be accomplished in the following order:

a. The MTFs and DTFs within a specific implementation phase must be identified. The workload reports provided by each Uniformed Service are the basis for this identification. A questionnaire (Figure 7-2) may be used to supplement these reports.

b. The Uniformed Service shall be tasked to provide the DEERS project with the communications point of contact (POC) at each base and facility. (Uniformed Service-level communication POCs are identified.)

c. The analysis of the reported workload shall begin by the communications planning group at the East Coast Eligibility Center.

d. Telephone verifications of unclear results from the survey may be requested or performed by the communications planning group through the Uniformed Service project officers.

e. Preliminary communication requirements at MTFs and DTFs should be presented to the DEERS service project officer by the DEERS Program Office. This document should identify the approximate needs of each facility, the projected equipment necessary to meet those needs, and the projected level of Uniformed Service support needed to implement the network.

f. Site visits are made to all facilities to establish final requirements and the DEERS Site Survey (Figure 7-1) is completed.

g. Analysis of site survey results begins.

h. Hospital and base communications recommendations are issued to the DEERS Uniformed Service project officers. The project officers and Uniformed

Service communications commands shall determine the most feasible options with local communications MTF/DTF, OASD(HA), and contractor coordination. At this time, the DEERS Program Office may prepare a telecommunications service request for DCA or other appropriate sources of supply to meet any anticipated local need. Appropriate data and funding citations shall be provided for this task.

i. Estimates of cost shall be provided to the DEERS Program Office. Site ordering information (such as building number and location) also must be provided at this time to the contractor.

j. A copy of these requirements, marked unofficial and draft, shall be sent to the local POCs and Uniformed Service communications commands.

k. Uniformed Service telecommunication requests or other orders shall be submitted to the DEERS Program Office for approval of anticipated expenditures. The order then shall be placed through the appropriate command or vendor organizations.

l. Status reports by the DEERS Program Office to the Uniformed Service project officer (ATTN: COMM) indicate projected availability of facilities.

m. Install all equipment (communications suppliers and DEERS Program Office). Equipment comes under local supply procedures for property accountability.

n. Test all equipment (base participation).

o. Live operation.

p. Provide status and acceptance report to DEERS Program Office by means of chain of command.

3. Procedure for Obtaining Dedicated Data Circuit Service: DCA Procedures

As a major operating component of the National Communications System (NCS), the Defense Communications System (DCS) serves the needs of the Department of Defense and certain civilian agencies as set forth in the approved NCS Long-Range Plan and in other agreements pertaining to specific DoD commitments to non-DoD agencies. The OASD(HA) has the authority to place orders for the DEERS Program with the DCA. The contractor, acting as the agent of the DEERS Program Office, shall

a. Determine facility or communications requirements based on workload statistics provided by the Uniformed Services.

b. Conduct a site survey of each facility prior to DEERS implementation.

c. Complete telecommunication service requests (TSRs) based on results of site surveys and workload statistics. These TSRs shall include base requirements as identified and agreed to by the DEERS Program Office and Uniformed Service (command) offices.

4. DCA Organization

a. The allocation and engineering of DCS circuits are accomplished by the DCA organizations named in the following listing, which also shows the DCS geographical areas for which each organization is responsible:

ORGANIZATION	RESPONSIBLE FOR
Headquarters, DCA Washington, D.C.	Special user circuit requirements
DCAOC, A&E Division Scott Air Force Base, Illinois	DCS areas 1, 2, 9, and inter-DCA area requirements

b. The Defense Commercial Communications Office (DECCO), a DCA field activity at Scott Air Force Base, Illinois, performs a centralized procurement function to meet the telecommunications requirements of the Department of Defense and other government agencies authorized by specific DoD agreement to procure service through the DoD centralized leasing agency.

5. Telecommunications Certification Office (TCO)

A TCO is the activity designated by a federal department or agency to certify to the DCA (as an operating agency of the NCS) that a specified telecommunications service or facility is a bona fide requirement of the department or agency and that it is prepared to pay mutually acceptable costs involved in its fulfillment. The DEERS Program Office has been designated a certified TCO.

6. Telecommunications Service Requests (TSRs)

TSRs with a service date more than 270 days from the submission date will not be accepted by the DCA action agency, unless the requirement is justified as an exception to normal processing procedures. One such justification, for example, could concern a requirement to place an order with a commercial company more than 270 days in advance of the required service date to provide leadtime for special construction of communications facilities or assembly of equipment. Another justification could concern TSRs in support of contingency operations. Aside from such special cases, requirements submitted to the DCA action agency in accordance with the circular shall be for service within the 270-day limit. The TCOs will provide as much leadtime as possible within this time period to meet their needs. When more than one source of supply exists and when not otherwise restricted by law, regulation, and the nature of the requirement, the DECCO contracting officer shall employ competitive procedures to procure leased services.

7. Installation

A team of technicians from the contractor's office or the vendor shall be responsible for installation of all associated equipment at each user facility from the line termination to the terminal. The vendor shall install modem, telephone, and multiplexer where used.

8. Acceptance of Lines

Acceptance of the necessary lines, equipment, and other special facilities shall be accomplished by the contractor with information passed to the user.

9. Operational Use and Testing

All necessary operational instructions and education shall be provided to the user at the time of installation and acceptance. Necessary standard operating procedures shall be provided by the contractor.

10. Maintenance

Procedures for requesting repairs and reporting results of operational tests shall be delivered to the user during installation and acceptance. Maintenance accomplished on a scheduled and emergency basis shall be provided by a local vendor to be identified.

11. Payment

Each month, DECCO shall provide the DEERS Program Office with an invoice listing of all costs for that period. The DEERS Program Office, through the OASD(HA), shall validate and forward invoices for payment.

DEERS
SITE SURVEY

Date _____ Interviewer _____

In what department will the device be located? _____

What is the room number where the device will be located? _____

Who is (are) the contact(s) at this location and their phone number?

_____

_____

Where will the device be installed? _____
   (Use supplemental diagram sheet)

Will this location need a CRT or a phone? _____

The modem and channel interface

    (1)   two (2) electrical outlets _____

    (2)   a secure location away from office traffice _____

    (3)   distance of fifty (50) feet or less from CRT? _____

    (4)   two (2) cable pairs _____

The terminal

    (1)   one (1) electrical outlet _____

    (2)   a location on a counter or table near customer that will support a
           CRT measuring 26 inches deep by 14 inches high by 18 inches wide

Will physical change be needed at this location to accommodate a CRT or phone?

_____

If "yes", explain _____

_____

Who owns and maintains the communication lines at this military installation?

_____

Base Communications: MTF Communications:

    Officer _____   Officer _____
    Phone _____   Phone _____
    Address _____   Address _____

FIGURE 7-1

INSTALLATION INFORMATION SHEET

Military Installation _____
Branch of Uniformed Service _____
Address _____
ZIP Code _____
Medical Treatment Facility _____
Installation Command Officer _____
Telephone--commercial/AUTOVON _____
MTF Command Officer _____
MTF Executive Officer _____
MTF Pharmacy Officer _____
MTF Communications Officer _____
Dental Officer _____
Personnel Officer _____
Public Affairs Officer _____
MTF Contact Person _____

Other Key Personnel:

Name:	Rank:	Title:	Telephone: commercial/autovon
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Type of Medical Treatment Facility

    -clinic _____ hours _____

    -hospital _____ hours _____

    -dental _____ hours _____

Active Duty population _____

Active Duty Dependent population _____

FIGURE 7-1 (Continued)

DEERS

COMMUNICATIONS QUESTIONNAIRE

1. Military Installation

    a. Name _____

    b. Location _____

2. List medical, dental, or other facilities at this installation at which military identification cards must be shown prior to receiving medical treatment (use additional sheet if necessary).

    a. _____

    b. _____

    c. _____

    d. _____

    e. _____

    f. _____

    g. _____

    h. _____

3. Please forward the latest available morbidity/workload data for each of the above facilities with the complete questionnaire. The following categories of information/workload data are required for each facility:

    a. Name of facility

    b. Type of facility (hospital, medical clinic, dental clinic)

    c. Number of admissions (if hospital)

    d. Number of outpatients (if hospital or medical clinic)

    e. Number of patients (if dental clinic)

    f. Number of prescriptions (if hospital or clinic has pharmacy)

FIGURE 7-2

In each category - Admissions, Out-patients, Patients, and Prescriptions, please divide total number treated into number of active duty, active duty dependents, retired military, U.S. government civilian employee, and other. For persons in the other category, indicate why individual was eligible for government medical treatment, if known. (For each facility, indicate whether data provided is annual, monthly, or daily average).

4. Should you have questions regarding completion of this questionnaire, please telephone the Communications Manager at (703) 820-4850.

5. When completed, return this questionnaire to the following:

> DEERS
> ATTN: Communications Manager
> 1600 N. Beauregard Street
> Alexandria, VA 22311

6. For your information

a. Your DEERS Service Project Officer is

   (1) Name/Rank _____

   (2) Duty Phone _____

   (3) AUTOVON _____

   (4) Duty Address _____

   _____

   _____ ZIP Code _____

b. Your service communications point of contact for the DEERS Program is

   (1) Name/Rank _____

   (2) Duty Phone _____

   (3) AUTOVON _____

7. Thank you for your cooperation.

FIGURE 7-2 (Continued)

APPENDIX A

DEERS PROGRAM MANUAL

BIBLIOGRAPHY - LISTED CHRONOLOGICALLY

A. REPORTS AND STUDIES

"The Civilian Health and Medical Program of the Uniformed Services," (Interim Report), General Accounting Office, B-133142, May 19, 1970.

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"Report on the Review of Procedures Used to Determine Eligibility of Users of the Uniformed Services Medical Facilities," Defense Audit Service, Report #79-002, October 11, 1978.

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"Need for Improved Administration of Military Identification System to Prevent Improper CHAMPUS Payments," General Accounting Office, HRD-79-58, B-133142, March 16, 1979.

"Enrollment Demonstration System Documentation," DoD Contract, Libra Technology, May 31, 1979.

"Health Costs Can Be Reduced By Millions of Dollars If Federal Agencies Fully Carried Out GAO Recommendations," General Accounting Office, HRD-80-6, November 13, 1979.

B.   DEPARTMENT OF DEFENSE PUBLICATIONS

DoD Instruction 1000.13, "Identification Cards for Members of the Uniformed Services, Their Dependents, and Other Eligible Personnel," July 16, 1979.

DoD Directive 1341.1, "Defense Enrollment Eligibility Reporting System (DEERS)," October 14, 1981.

DoD Instruction 1341.2, "Defense Enrollment Eligibility Reporting System Procedures," March 2, 1982.

APPENDIX B

DEERS PROGRAM MANUAL

OPERATING INSTRUCTIONS FOR THE DEERS ELIGIBILITY INQUIRY TERMINALS

This appendix prescribes detailed operating instructions for the two CRT terminals being used by DEERS for eligibility checking in Uniformed Services facilities. These two types of terminals are the Racal-Milgo 4276 (page B-2) and the Courier 2700 (page B-17).

**4276
Stand Alone
Display
Station
Operator's**

0D31A4276/A8 1/81

Racal-Milgo

RACAL
The Electronics Group

WARNING:

This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instructions manual, may cause interference to radio communications. As temporarily permitted by regulation it has not been tested for compliance with the limits for Class A computing devices pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference. Operation of this equipment in a residential area is likely to cause interference in which case the user at his own expense will be required to take whatever measures may be required to correct the interference.

TABLE OF CONTENTS

INTRODUCTION

This book introduces you to a new stand alone communications terminal, the Racal-Milgo 4276. The text and illustrations have been organized so that you can become a competent terminal operator in the shortest time possible. This operator's guide has been specially written to make your learning experience as easy and informative as it can be.

Don't be frightened if this is your first encounter with a communications terminal. You will quickly see that the terminal is composed of elements that are not significantly different from some very familiar items, such as an ordinary typewriter and a television screen. You will soon find your encounter to be an encounter of the most rewarding kind.

DISPLAY

The CRT display is actually a moveable window which allows the operator a comfortable viewing angle. A conveniently located brightness control compensates for variable room lighting conditions. The screen is capable of displaying 25 horizontal lines of 80 characters each. The 25th line always displays operator information and cannot be used for DATA ENTRY. The remaining 24 lines make up one page of data stored in display memory. Thirty seconds after the power is applied, the cursor, a solid rectangle, will appear at the upper left-hand corner of the display screen. The cursor is manually controlled from the keyboard and indicates where the next keyboard character entry will be made. Whenever the term bottom or final line is used, it refers to the last possible data line, the 24th line of text.
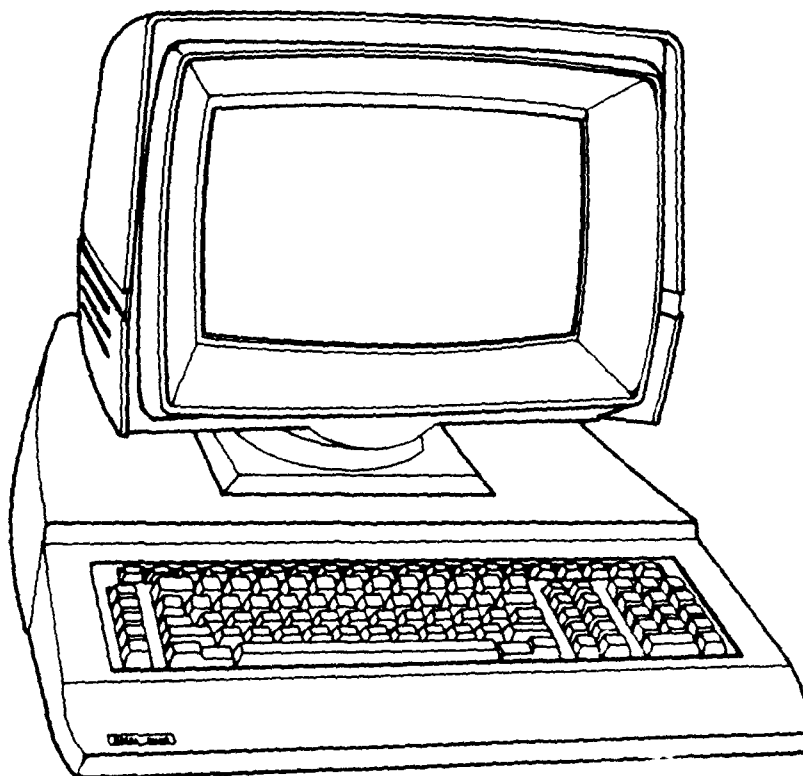
COD31A4010-72

DISPLAY STATION SCREEN

The station screen displays both control information generated by an application program and data entered by the operator from the station keyboard. The control information includes prompts defined by the application program to guide the operator in selecting operations or in keying data in the proper order and format.

The display screen is capable of displaying 1,920 characters, formatted as 24 lines of 80 characters each.

In each screen format the last line (line 25) is used as an operator information line. The operator information line is used to display physical and operational status information plus any error messages or informational messages related to the current station activity (English language messages are used rather than special symbols). The operator information line is also used to enter local commands and to perform the off line functions identified in the local command section.

OPERATOR INFORMATION LINE

The operator is kept informed of the status of the terminal by the Operator Information Line, Line 25 of the display. The line is divided into the informational fields shown below.

- Columns 1-9 — Operating Mode (Remote, On-Line or Local)
- Columns 10-14 — Case — Shift (Upper or Lower, Shifted or Not)
- Columns 15-19 — Insert Mode
- Columns 20-36 — Printer Status
- Columns 37-57 — Keyboard Status
- Columns 58-70 — Communication Error Messages
- Columns 71-80 — Counters
    - 71-74 — Line Count
    - 75-80 — Column Count

KEYBOARDS

A number of keyboard styles are available as part of the RMI 4276 Stand Alone System. Pictured below is the 87-key TYPEWRITER EBCDIC keyboard which is compatible with the IBM 3278.
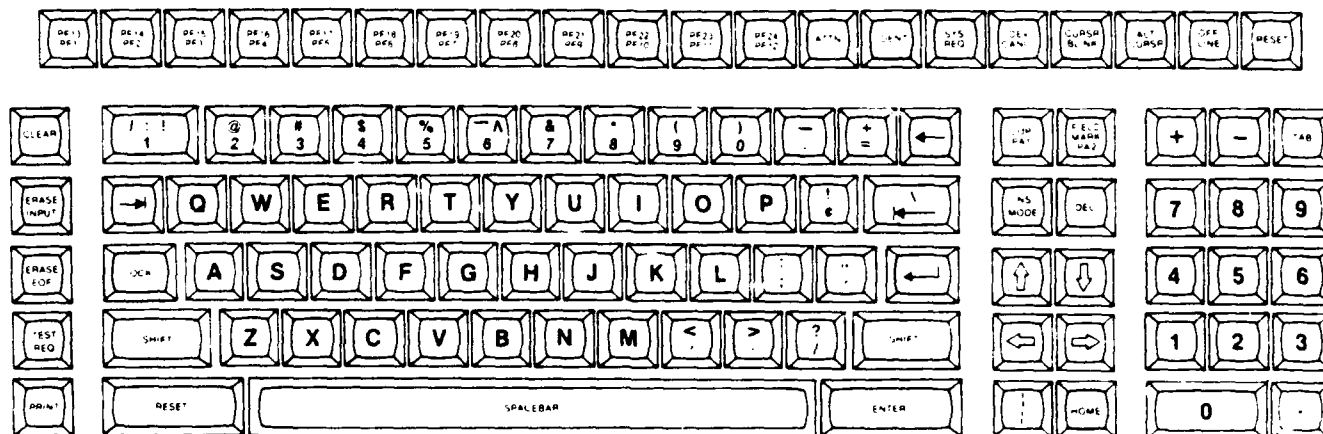
COD31A4276A22

SPECIAL KEYS

PF 1 THROUGH PF 24 KEYS

The PF keys are program function keys that are assigned specific functions by the application program operating at the host. On the 4227 keyboard. there are 24 PF keys. PF 1 through PF 12 are function keys located in the top row of the keyboard. PF 13 through PF 24 are the shifted functions of the same keys.

ATTN (Attention) KEY
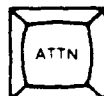
Depressing this key causes the screen to switch between five different displays. Initially the screen displays the Current Message Traffic. The First key strike causes the screen to display the Format Buffer. The Second key strike presents the Printer Buffer. The Third presents the Receive Buffer. the Fourth the Transmit Buffer. The Fifth key strike brings back the Current Message Traffic.

IDENT (Identification) KEY
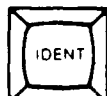
This key is not used.

COD31A4276A23

SYS REQ (System Request) KEY

When the SYS REQ key is depressed, a signal is sent to the host system to indicate to the application program that your display station may be failing and that you are requesting a station test. The request for test procedures is normally defined in the application program user's guide. If not, ask your supervisor for assistance.

DEV CANCL (Device Cancel) KEY
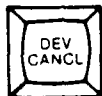
The DEV CANCL key is used to cancel a print request (see Print key description) when the printer is busy, not working, or fails during a print operation. The device cancel function is activated by depressing DEV CANCL key.

CURSR (Cursor) BLINK KEY

This key is not used.

ALT CURSR (Alternate Cursor) KEY

This key is used to enter the Line Monitor Mode. It is used primarily by Field Support personnel.

To Enter the Line Monitor Mode:

- Be sure the LOCK key is off (i.e., in the up position).

- Depress the ALT CURSR key.

- Depress the ATTN key while holding down the SHIFT key. The Line Monitor will now be displayed.

To Freeze the Line Monitor:

- Depress the SHIFT key and the ATTN key simultaneously.

To Resume Line Monitor Operation:

- Depress the SHIFT key and the ATTN key simultaneously.

To Remove the Line Monitor:

- Depress the ALT CURSR key while holding down the SHIFT key.

- Depressing SHIFT-ALT CURSR will restore the Line Monitor.

To Exit the Line Monitor Mode:

- Depress the ALT CURSR key or the RESET key.

OFF LINE KEY
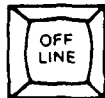
This key is used to enter Local Mode in order to use the various Local Commands and is used primarily by Field Support Personnel.

The three Local Commands available with the 4276 Stand Alone System are:

- CFG — displays the terminal parameters (such as station address, baud rate, etc).

- OPT — displays the system options that are available.

- CKM — displays the system checksum.

To Enter Local Mode:

- Depress the OFF LINE key.

- Type the specific Local Command (CFG. OPT. CKM), being sure they are entered in upper case.

- Depress the ENTER key.

- Use the TAB key or any Cursor Positioning key to position the cursor.

To Exit Local Mode with changes recorded:

- Depress the PF 1 key.

To Exit Local Mode without recording changes:

- Depress the PA 1 key.

To Exit the Local Command displays:

- Depress the RESET key.

B-9
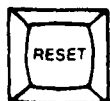
RESET KEY

The RESET key is used to:

- restore keyboard operation when most error messages or messages that inhibit the keyboard are displayed.

- terminate an Insert Mode operation

The RESET key does not function when transmitting data to or receiving data from the host system, or when any messages relating to a print operation (see PRINT key) are displayed. The DEV CANCL key is used to clear print operation messages.

CLEAR KEY

Depressing the CLEAR key: (1) erases every character on the screen (protected and unprotected fields) except the operator information line; (2) moves the cursor to the first character position of line 1; (3) places the display in an unformatted mode; (4) sends a message to the application program indicating that a clear function has occurred; and (5) displays the INHIBIT-WAITING message on the operator information line.

ERASE INPUT KEY
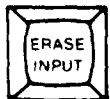
Depressing the ERASE INPUT key while working with a formatted screen containing entry fields, clears all characters in the entry fields and moves the cursor to the first character position of the first entry field on the screen.

Depressing the ERASE INPUT key while working with a formatted screen that has no entry fields only moves the cursor to the first character position in line 1 of the screen. No data characters are erased.

Depressing the ERASE INPUT key with an unformatted screen erases the entire screen and moves the cursor to character position 1 of screen line 1.

ERASE EOF (End of Field) KEY

The ERASE EOF key erases or clears character positions in only the entry field in which the cursor is located. All characters in the entry field from the current cursor location to the end of the field are erased. The cursor does not move, but remains in the current location during the erase operation.

If your screen is unformatted, all character positions from the current cursor location to the end of the screen are cleared. This occurs because an unformatted screen appears as one large field to the system.

TEST REQUEST KEY

This key is not used.

B-10
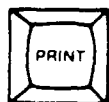
PRINT KEY

Depressing the PRINT key causes the data on your screen to be printed on the printer. A message in the form "PRINTER = 01" is displayed in the printer status portion of the operator information line.

If the printer is busy, the message BUSY = 01 is displayed, indicating that the printer is busy. In a busy situation, you can either wait until the printer becomes available (ACTIVE = 01 displayed) or you can terminate the print request by depressing the DEV CANCL key.

If the printer fails during your print operation, the DEV ERR message is displayed on the operator information line. You must terminate the print operation by depressing the DEV CANCL key. If the failure resulted in printer power loss, you must restart the printer operation, since the characters not printed before the failure may or may not have been lost. To ensure the integrity of the messages it is best to repeat the print request.

PA 1 AND PA 2 KEYS
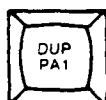
The PA 1 and PA 2 keys are program access (PA) keys that provide a method of communicating with application programs operating at the host system. The specific use of the PA 1 and PA 2 keys is defined by the application program at the host. Refer to the application program user's guide for details on when the keys are to be used and what functions they perform.

DUP (Duplicate) KEY
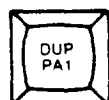
The DUP key is the shifted function of the PA1 key (i.e., depress the SHIFT key and the PA1 key). Depressing the DUP key causes a unique character code to be entered at the current cursor location and causes a tab forward operation to occur. The duplicate function provides a fast method of entering information that is common from one formatted display (or document) to the next in the same application. The DUP key causes a special code to be sent to the host system to indicate that a duplicate function is needed. The special code is displayed as an asterisk (*) on the display screen and printer.

NOTE: Because the use of the DUP key is defined by the application program, you should refer to the application program user's guide for specific uses.

FIELD MARK KEY

The FIELD MARK key is the shifted function of the PA 2 key (i.e., depress the SHIFT key and the PA 2 key). The FIELD MARK key provides a method of indicating the end of a field when working with an unformatted display application. A semicolon (;) is displayed on the display screen when the FIELD MARK key is depressed.

INS (Insert) MODE KEY
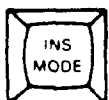
Depressing the INS MODE key places the keyboard in the Insert Mode which allows you to insert a character or string of characters in the middle of a field without changing the characters already displayed in the field. The INS message is displayed in the operator information line when in the Insert Mode.

The number of characters that may be inserted in a field is limited to the number of null characters remaining at the end of field. For example, in a field of 30 characters, with 16 character positions occupied. 14 characters could be inserted if necessary.

When an alphanumeric key is depressed during the Insert Mode. the character is displayed at the current cursor location, while the cursor and all characters to the right of the cursor are shifted to the right 1 character location. When the last available character position in the field is occupied, the keyboard is disabled (INHIBIT-FIELD FULL message displayed).

If a field consists of more than 1 line, the character in the last position of the line containing the cursor is shifted to the first character position of the next line.

To return the keyboard to the Normal Mode. depress the RESET key. You may also use the ENTER key, or any other key that causes communication with the host system (e.g., PA, or PF keys).

DEL (Delete) KEY

Depressing the DEL key, deletes the character marked by the cursor and causes all characters to its right to be shifted one character position to the left. The cursor remains stationary and is positioned under the character being left shifted to allow additional character deletions.

CHARACTER GENERATING KEYS

ALPHABETIC KEYS

The keycaps for the Alphabetic keys illustrate uppercase (capital) letters. The uppercase letters are displayed when the shift (SHIFT) and lock (LOCK) keys are used with the character key. The lowercase letters are displayed when the shift and lock keys are not used. All alphabetic keys are repeat-action keys.

SPECIAL SYMBOLS AND PUNCTUATION MARKS KEYS

Special Symbols and Punctuation Marks are located on the top row of the Character Generating keys. All symbols and punctuation marks are repeat-action keys. If a symbol or punctuation mark is on the top half of the keycap. the SHIFT key is used with the character key to display it. If the symbol or punctuation mark is on the lower half of the keycap. no shift is required.

NUMERIC KEYS

The Numeric keys are repeat-action keys that display the digit on the lower half of the keycap when pressed. When the SHIFT key is used, the special characters on the upper half of the keycap are displayed. In order to assist the operator in entering a long series of numbers, a special numeric keypad has been included and is located to the right of the keyboard.

SPACE BAR

The Space Bar, located at the bottom center of the keyboard, is a repeat-action bar. When depressed, a space is entered on the screen replacing any other character currently in that character position, even a character in a nondisplay field. Spaces are valid data characters, so the Space Bar should never be used to position the cursor.

CURSOR POSITIONING KEYS
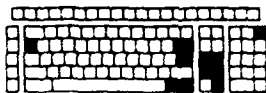
The keyboard provides Cursor Positioning keys to assist you in positioning the cursor. These keys are shown as shaded below.

Learning to use the Cursor Positioning keys is important because the cursor indicates the position in which the next character may be entered. Knowing how to move the cursor to any location on the screen to key in new data or to correct previous keying errors will result in higher productivity when working with the system. These keys perform two basic operations:

- moving the cursor one character position each time the key is depressed, and

- moving the cursor from the current location to the first character position of the next screen line (unformatted screens) or to the first character position of the next unprotected field or entry field (formatted screens).

MOVING THE CURSOR ONE CHARACTER POSITION

The keys provided to move the cursor one position include: the CURSOR LEFT (◀), CURSOR RIGHT (▶), CURSOR UP (▲), and CURSOR DOWN (▼).

B-13

CURSOR LEFT (◀) and CURSOR RIGHT (▶) KEYS
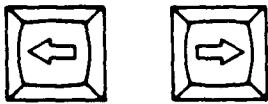
Depressing either of these keys moves the cursor one character position at a time in the direction indicated by the arrow. Each key is a repeat-action key and when held down will continue to move the cursor left or right until the key is released. These keys may also result in horizontal cursor wrap, when the cursor is moved off the left or right side of the screen. When the cursor moves off the right side of the screen, it reappears one line lower on the left side of the screen. If the cursor moves off the left side of the screen, it reappears one line higher on the right side of the screen.

CURSOR UP (▲) and CURSOR DOWN (▼) KEYS
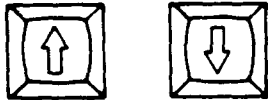
These keys move the cursor vertically up or down as indicated by the direction of the arrow. The cursor is moved one line up or down on the screen remaining in the same character position in each line. Like the other cursor movement keys, the CURSOR UP and DOWN keys are also repeat-action keys. Vertical cursor wrap can occur if either key is held until the cursor moves off the top or bottom of the screen. The cursor reappears on the opposite edge of the screen (bottom or top) in the same relative character position it occupied when it left the screen. The bottom of the screen is the operator information line. In the Normal Mode the cursor cannot enter the operator information line.

MOVING THE CURSOR TO NEXT ENTRY FIELD

The TAB (→|), BACKTAB (|←—), NEW LINE (◀—⌐), and HOME keys may be used to move the cursor forward or backward from one entry field to another.

TAB KEY

The TAB key is a repeat-action key which permits you to move the cursor quickly from entry field to entry field. Depressing the TAB key, when working with a formatted screen, moves the cursor from the current location to the first character position of the next entry field.

Depressing the TAB key in an unformatted screen moves the cursor to the first character position in line 1 of the screen.

BACKTAB KEY
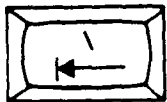
The BACKTAB key is also a repeat-action key which may be used to reposition the cursor quickly from entry field to entry field.

In a formatted screen, depressing the BACKTAB key moves the cursor to the first character position of the current entry field or to the first character position of the preceding entry field when the cursor is currently in position 1 of an entry field.

HOME KEY

Depressing the HOME key moves the cursor from the current location to the first character position of the first entry field (in formatted screens), or to the first character position of line 1 of the screen (in unformatted screens or screens with no entry fields).

B-14
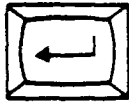
NEW LINE KEY

The NEW LINE Key is a repeat-action key which moves the cursor to the first character position of the first entry field in the next line of the screen.

In an unformatted screen, the NEW LINE key moves the cursor to the first character position of the next line. In a formatted screen, the placement of the cursor depends on the content of the next line.

Basically, the NEW LINE key attempts to place the cursor in the first unprotected character position of the next available line. If all character positions on the screen are protected, the cursor is placed in the first character position on line 1 of the screen.

ENTER KEY

Depressing the ENTER key informs the application program at the host system that you are ready to send the data displayed on your screen to the host. After the ENTER key is depressed, your keyboard is disabled and the INBIBIT-WAITING message is turned on, preventing further data entry from the keyboard.

When entering an Off Line command, the ENTER key is depressed to indicate the end of a response to a command prompt (e.g., after entering the command mnemonic, depress the ENTER key).

Customer Support

From time to time a problem may arise that seems to defy solution. On those occasions a full range of customer support services is available to assist in solving the problem.

Racal-Milgo offers:

- Telephone consultation for over the phone advice and trouble-shooting assistance from five regional support centers.

- Dialup testing to put your modem on line with the support center where trained, experienced field engineers using specialized test equipment can completely test the modem.

- Equipment spares stocked in 23 nationwide stocking centers for quick replacement of Racal-Milgo products.

- On-call field support to put a field service engineer on the scene with the knowledge, experience and test equipment to isolate difficult problems and get the system working.

- Installation and training to be sure your system is installed properly by on-site personnel familiar with modem operation, testing and problem isolation techniques.

Racal-Milgo™

Customer Support Centers

Southeast Support Center

Racal-Milgo Information Systems, Inc.
3455 Desert Drive, Suite 102
Eastpoint, Georgia 30344
Phone: 404 + 763-0370   TWX: 810-751-3153

West Coast Support Center

Racal-Milgo Information Systems, Inc.
16632 Gemini Lane, Building K
Huntington Beach, California 92647
Phone: 714 + 847-4422   TWX: 910-596-2613

Southwest Support Center

Racal-Milgo Information Systems, Inc.
1301 North Plano Road, Suite 101
Richardson, Texas 75081
Phone: 214 + 238-0494   TWX: 910-867-4727

Midwest Support Center

Racal-Milgo Information Systems, Inc.
1325 Remington Road, Remington Office Court
Suite I, Schaumburg, Illinois 60195
Phone: 312 + 882-8720   TWX: 910-651-0008

Northeast Support Center

Racal-Milgo Information Systems, Inc.
200 Craig Road
Freehold, New Jersey 07728
Phone: 201 + 780-4900   TWX: 710-722-3814

General Description - COURIER TERMINAL

FIGURE 1. MODEL 2700 DISPLAY TERMINAL

FEATURES

The 270 Information Display System is a family of general-purpose communication terminals and printers which provides the user with the ultimate in capability, flexibility, and reliability. Designed to be compatible with IBM display systems and computers, the 2700 Display Terminal offers features and advantages not offered by any other terminal. A terminal with detached keyboard is shown in Figure 1.

Three models of the display terminal are available:

Model 01 - 480-character display capacity (12 lines of 40 characters each)

Model 02 - 960-character display capacity (12 lines of 80 characters each)

Model 03 - 1920-character display capacity (24 lines of 80 characters each)

These terminals can be used for entry of data into, or retrieval of data from, any of several IBM computers.

Standard features available on all three models include a non-glare video screen, the ability to establish a predetermined display format (called a formatted display), dual intensity characters, a blinking square cursor (if desired in place of the dash-type cursor), a variable field underline, and field blink. In addition, the choice of one of two standard keyboards is offered as a standard feature of each of the three terminal models.

Optional features available for use with the 270 Information Display System include a light pen, a slot reader, lower-case alphabetic characters, a two-position locking switch (with key), an audible alarm to alert the operator of an entry error, a keyboard numeric lock, and a typewriter keyboard with a 10-key numeric pad. The operation of both the standard and optional features is described in sections in the manual dealing with keyboard operations.

FIGURE 2A. TYPEWRITER
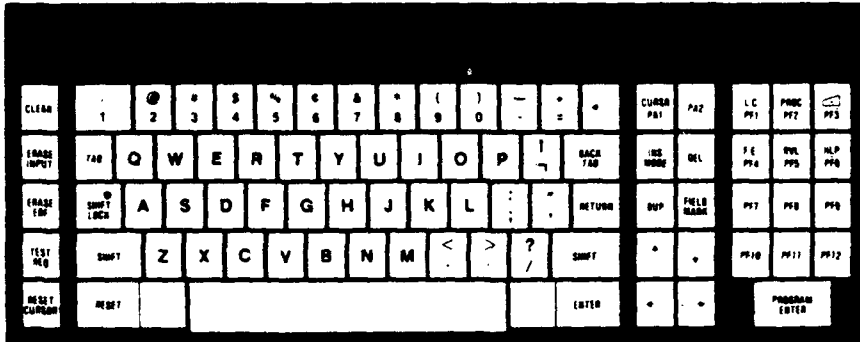
FIGURE 2B. DATA ENTRY
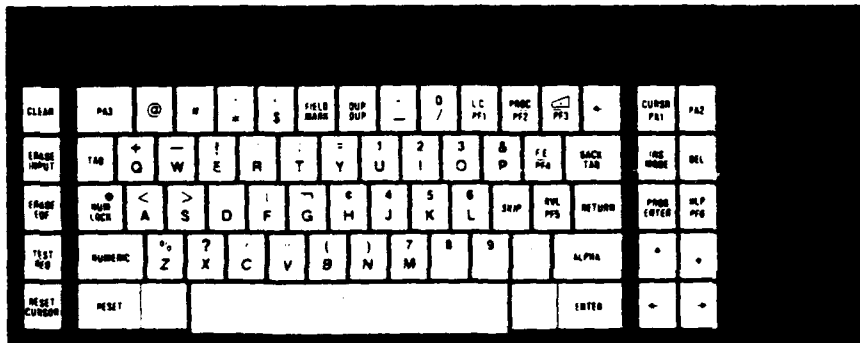
FIGURE 2C. TYPEWRITER WITH NUMERIC PAD
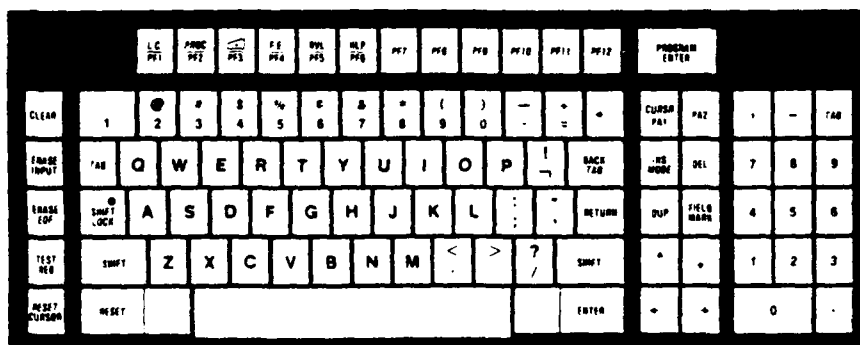
KEYBOARDS

There are three keyboard models any one of which may be used with the display terminal. These keyboards, shown in Figure 2, are briefly described as follows:

- STANDARD TYPEWRITER KEYBOARD

  The alphabetic and numeric keys of the typewriter keyboard are arranged just like a typical office electric typewriter. Symbols and punctuation are also arranged to be similar to a typewriter and are activated by shifting just as when operating a typewriter. This keyboard also has a 12-key pad, the key⁻ (PF keys) of which are used to access computer application programs. The standard typewriter keyboard is shown in Figure 2a.

- DATA ENTRY KEYBOARD

  The alphabetic keys of the data entry keyboard are arranged like an office typewriter. However, the numeric keys are arranged in a keypunch-like layout just to the right of center on the keyboard (Figure 2b). When using this keyboard, numbers can be entered only when the keyboard is in the numeric or shifted mode. The punctuation marks and symbols are also arranged similar to a keypunch.

- TYPEWRITER KEYBOARD WITH NUMERIC PAD

  Offered as an option, this keyboard is essentially the same as the standard typewriter keyboard, but with two important differences. First, the PF keys used for program access are arranged in a row at the top of the keyboard. The second difference is that a 10-key numeric pad is located to the right of the keyboard. The numbers on this pad are arranged in a pattern similar to that found on calculators or adding machines used for accounting purposes. The typewriter keyboard with numeric pad is shown in Figure 2c.

NOTE: The PA 2 key may be designated $\frac{U\ LINE}{PA\ 2}$.

FIGURE 3. CONTROLS AND INDICATORS

SECURITY LOCK

KEYBOARD CABLE CONNECTOR

O **SYSTEM READY**

O **SYSTEM AVAIL**

O **INPUT LOCKED**

O **DEVICE SELECT**

O **EDIT MODE**

O **LOWER CASE**

O **PROC MODE**

O **MSG WAITING**

O **ERROR**

O **TEST**

POWER
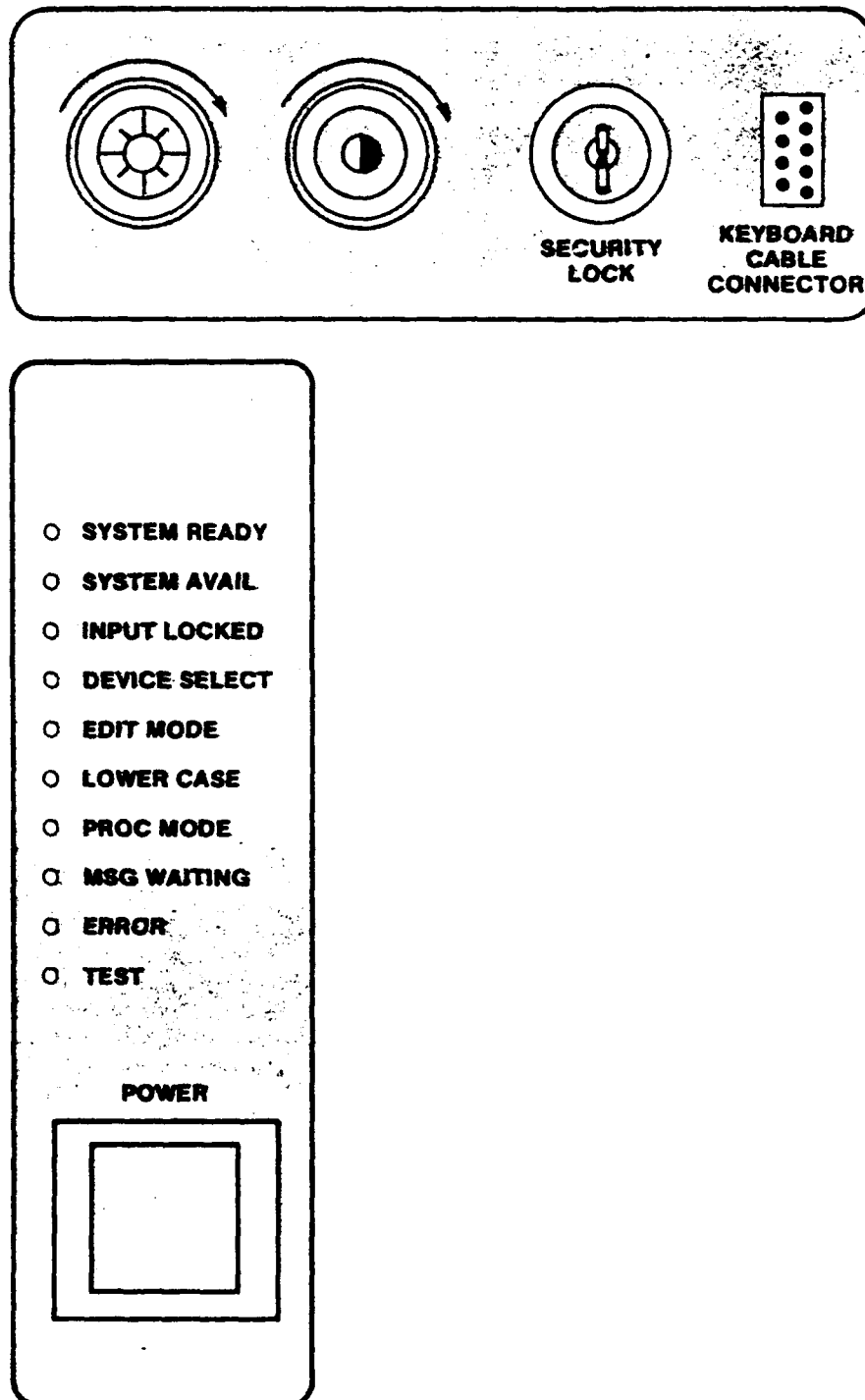
One of the most important keyboard-related options is the lower-case option which provides the capability to display the 26 lower-case alphabetic characters on the terminal screen. With this optional feature installed, the L.C./PF1 key is used to activate the lower-case typing mode on the keyboard. Once activated, the alphabetic keys generate upper- or lower-case characters depending upon the use of the SHIFT keys. Again, the operation is similar to that of a standard electric typewriter. The lower-case option may be used on the two typewriter keyboards. It is not applicable to the data entry keyboard.

Another optional feature available for use with any of the keyboards is the audible alarm. This option provides a small speaker which sounds a one-half second audible tone when a character is entered into the last unprotected location on the screen. The alarm can also be activated by the computer with which the Model 2700 Display Terminal operates.

All of the keyboards have been designed with full regard to the people who will operate them. The keyboards are detached from the display terminal, and the rear legs are adjustable by the operator so that a comfortable slant can be obtained. The keys activate a mechanical "clicker" when operated. This clicking sound provides an operational feedback to the person using the keyboard and is activated by the ⊲/PF3 key.

In addition, each keyboard has appropriate homing keys, i.e., keys which have a deeper "dish". These keys are the same as those used as home keys on any office typewriter. All of the keys have a matte finish to reduce glare.

In summary, the human engineering factors incorporated into the 270 Information Display System provide optimum screen size and angle with allowances for appropriate character size, arrangement and clarity. The keyboard layout and functions coupled with other functions such as protected format, tabbing, transaction keys, insert and delete and repeat characters, increase operator efficiency and reduce fatigue.

CONTROLS AND INDICATORS

Two control panels are incorporated in the Model 2700 Display Terminal; the layout of each is shown in Figure 3. The upright or vertical panel is located to the right of the display screen; the other panel is located underneath. A functional description of each control or indicator is explained in conjunction with the operating instructions for the individual keyboards.

OPERATING THE TERMINAL

The remainder of this instruction manual has been prepared so that each operating instruction is adjacent to an illustration of the key or group of keys being operated. The operator should sit at a terminal as the step-by-step instructions are read so the switches and keys may be used at the same time. The sequence of operation begins when the POWER pushbutton is pressed, then proceeds from adjusting and observing the display image, through explaining the indicators, to understanding all of the keys on the keyboard. The operation of each keyboard is included in a separate section. Each section is complete in itself making it unnecessary to read data about a keyboard that is not installed on the terminal or to constantly refer to other sections of the manual.

CURSOR OPERATION

Full understanding of the cursor operation is essential to a complete understanding of the operation of the 270 Information Display System. Proper use of the cursor enhances operator efficiency. For this reason, the operator especially the new operator, should become familiar with the cursor operation even before proceeding with the remaining sections of this manual.

The cursor is a special symbol resembling an underscore or a blinking square which appears on the screen beneath the character position where the next character will be entered. It is not possible to begin entering data at a location other than where the cursor is located at that particular time. In addition, if it is desired to change, alter, or edit data that has been previously entered, the cursor is positioned beneath the data to be changed and then the appropriate action is initiated.

When power is first turned on, the cursor is automatically positioned at the first character location at the top of the screen. Normally, the cursor blinks on and off so that it is easily recognized, especially if the terminal screen has been filled with data.

On all keyboards, a cluster of four keys to the right of the main keyboard allows for movement of the cursor one location at a time to the left (←), right (→), up (↑), or down (↓). In addition, the backspace key (in its normal position on the keyboard) serves the same function as the move-cursor-left key and is also marked with a left arrow (←). The TAB key and the BACK TAB keys also move the cursor; the TAB key moves the cursor to the right, and the BACK TAB key moves it to the left. In addition, the RETURN key positions the cursor to the first entry position on the next row; the RESET CURSOR key positions the cursor to the first entry position in the top row. Using these keys, the cursor may be positioned to any location on the screen without disturbing the contents of the corresponding buffer locations.

The cursor positioning keys are all capable of causing the cursor to "wrap" (move off the top or bottom of the screen or move off either side and appear on the opposite side). Horizontal wrap causes the cursor to reposition to the first location of the next lower or higher row of characters. Vertical wrap causes the cursor to reposition to the top or bottom of the screen, but does not involve any horizontal movement. The cursor movement keys repeat at approximately 24 times per second for horizontal movement and approximately 12 times per second for vertical movement.

Detailed instructions about operating the cursor are contained in the sections of this manual pertaining to each keyboard.

OPERATOR ACTIVATED FEATURES

In addition to the normal operation of the terminal, the operator can activate several control functions from the keyboard. All functions are activated or deactivated by
   (A) depressing and holding the left shift key,
   (B) depressing and holding the left shift lock key, and
   (C) depression of the required function key.
Repeated depressions of the function key will alternately activate/deactivate the function.

CURSOR STYLE CONTROL

The operator can select either a blinking block style or an underline style cursor. To change style, the following steps must be performed:

STEP	ACTION
1	depress and hold left shift key
2	depress and hold left shift lock key
3	depress $\frac{CURSR}{PA1}$ key

Repeated depression of the $\frac{CURSR}{PA1}$ key will change cursor to the alternate style.

CLACKER CONTROL

The terminal is equipped with an audible clacker that provides audible verification of a keystroke. The operator can activate or deactivate the clacker by performing the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress $\frac{}{PF3}$ key

Repeated depressions of the $\frac{}{PF3}$ key will alternately activate or deactivate the clacker.

VARIABLE FIELD UNDERLINE

The terminal operator can activate the variable field underline. Non-transmittable underscores are displayed to show lengths of unprotected fields. The operator can activate or deactivate this feature by performing the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress **PA 2** key

Repeated depressions of the **PA 2** key will alternately activate or deactivate the variable field underline. The **PA 2** key may be designated $\frac{U\ LINE}{PA\ 2}$

FULL REVEAL

The terminal operator can activate the full reveal feature. Full reveal provides the means of displaying the hex code of any character (data or attribute) in the display memory with the exception of data characters in non-display fields. To activate or deactivate the full reveal mode, the operator must perform the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress $\frac{RVL}{PF5}$ key

Repeated depressions of the $\frac{RVL}{PF5}$ key will alternately activate or deactivate the REVEAL MODE. To identify the hex code of a character, place the cursor on the display location of the character to be identified. The hex character will be displayed on the status line at the bottom of the display. When in Reveal Mode, nulls (hex 00) will be displayed as dots and spaces (hex 20) will be displayed as delta's (▲). Figure 94 is the ASCII interface code set.

LOWER CASE DISPLAY

The terminal operator can activate the lower case option by performing the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress $\frac{L.C.}{PF1}$, key

The Lower Case LED indicator on the operator control panel will indicate if the terminal is in lower case mode. Repeated depression of the $\frac{L.C.}{PF1}$ key will alternately activate or deactivate the lower case mode.

PROC MODE

The terminal operator can activate the PROC Mode by performing the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress $\frac{PROC}{PF2}$ key

The PROC Mode LED indicator on the operator control panel will indicate if the terminal is in PROC Mode. Repeated depressions of the $\frac{PROC}{PF2}$ key will alternately activate or deactivate the PROC Mode.

FE MODE

The terminal operator can activate the FE Mode by performing the following steps:

STEP   ACTION

1   depress and hold left shift key
2   depress and hold left shift lock key
3   depress $\frac{F.E.}{PF4}$ key

The FE indicator and the status line will be displayed on the screen.

Repeated depressions of the $\frac{F.E.}{PF4}$ key will alternately activate or deactivate the FE Mode.

SCREEN FILL

The operator can fill the screen with a character or patterns of characters by performing the following steps:

STEP   ACTION

1   FE Mode enabled (follow steps above)
2   depress **CLEAR** key
3   enter the character or characters to be repeated starting at the home position
4   depress and hold left shift key
5   depress and hold left shift lock key
6   depress **DUP** key momentarily

The characters between the home position and the first null will be repeated to the end of the screen.

HELP PANEL

The operator can display the sixteen bytes of information pertaining to the option switch and strap settings, keyboard error counters and terminal's status one and status two bytes by performing the following steps:

STEP   ACTION

1   FE Mode enabled (follow steps above)
2   depress and hold left shift key
3   depress and hold left shift lock key
4   depress $\frac{HLP}{PF6}$ key

This display will normally be used by the Field Engineer in trouble resolution.

KEYBOARD CONTROL FUNCTION	FE ON?	ACTION		INDICATION
CURSOR STYLE CONTROL	NO	S/SL	CURSR PA1	Cursor will alternately change style between underline and blinking block.
CLACKER CONTROL	NO	S/SL	PF3	Clacker will alternately be enabled and disabled.
VARIABLE FIELD UNDERLINE	NO	S/SL	PA2	Variable Field Underline will alternately be enabled and disabled.
FULL REVEAL	NO	S/SL	RVL PF5	Full reveal will alternately be enabled and disabled.
LOWER CASE DISPLAY	NO	S/SL	L.C. PF1	Lower case mode will alternately be enabled and disabled.
PROC MODE	NO	S/SL	PROC PF2	Proc Mode will alternately be enabled and disabled.
FE MODE	--	S/SL	F.E. PF4	FE Mode will alternately be enabled and disabled.
SCREEN FILL	YES	S/SL	DUP DUP	Screen will fill using characters between home position and first null.
HELP PANEL	YES	S/SL	HLP PF6	Help panel will appear.

OPERATION SUMMARY

Each of the keyboard control functions require depression of the left shift key and the left shift lock key, followed by the specified dual function key. The shift and shift lock key operation is depicted by S/SL in the following summary table.

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FIGURE 4. FORMATTED DISPLAY EXAMPLE

```
                    O R D E R   E N T R Y   S Y S T E M

NAME: LAST ■                                          FIRST          MI

ADDRESS                                           PHONE #

CITY                                  STATE     ZIP CODE

ACCOUNT NUMBER           STORE CODE          P.O. NUMBER

 STOCK NUMBER    QUANTITY    UNIT PRICE    SHIPPING CHARGE   TOTAL PRICE
```

FORMATTED AND UNFORMATTED DISPLAYS

It is important to understand that two types of displays - or modes of operation - are possible with the 270 Information Display System. These operational modes are called "formatted" and "unformatted" displays.

With a formatted display, the screen is formatted by the computer application software program.

The operator is restricted to specific fields or areas when entering data from the keyboard. An example of a formatted display is shown in Figure 4. Those areas where data already exists are called "protected" fields; the areas where it is possible to enter data are referred to as "unprotected" fields or input fields.

During operation, if the operator tries to enter data into a protected field, the keyboard becomes disabled to prevent such entry. With an unformatted display, the screen is free of prearranged data, and the operator may enter data in a completely free form manner using all character positions on the screen. However, each job may use a different format or none at all making it essential that each operator understand each type of display. In the following discussions, the operator should proceed with the operation pertaining to the requirements of the particular job assignment. The keyboard operating instructions are arranged so that the new operator can learn either formatted or unformatted display operation, but it is not necessary to learn both at the same time.

Typewriter Keyboard With Numeric Pad Operation

GENERAL OPERATION

The typewriter keyboard with numeric pad is similar to a standard typewriter keyboard in appearance and arrangement of keys. The majority of keys perform the same function as the keys of the same name on a typewriter keyboard. The layout of the typewriter keyboard with numeric pad is shown in Figure 62.

This keyboard can generate and display 26 upper-case alphabetic characters, 10 numeric characters, and 26 symbols and punctuation marks by operation of the key that designates the desired character. The character is displayed on the screen in the position marked by the cursor. The keyboard also includes the control keys which are used to edit data and generate input messages to signal the computer.

Keys that have two designations shown on their faces can generate either designation or character depending upon the position of the SHIFT key.

The lower character is generated when the selected key is pressed and the keyboard is in the unshifted mode. To generate the upper character, the SHIFT key must be held down while the selected key is pressed. The SHIFT keys and the SHIFT LOCK key function essentially the same as they do on any standard typewriter.

The 14-key numeric pad conveniently located on the right side of the keyboard is particularly useful in accounting operations where entry of quantities of numeric data is required. The operation of this numeric pad is similar to the operation of an adding machine or calculator. The additional numeric and punctuation keys provide a comfortable and expedient arrangement for the operator. The TAB key is included in the numeric pad to allow the operator to move from field to field without an inefficient movement to the TAB key provided on the opposite side of the keyboard.

NOTE: The PA 2 key may be designated $\frac{U\ LINE}{PA\ 2}$.

FIGURE 62. TYPEWRITER KEYBOARD WITH NUMERIC PAD
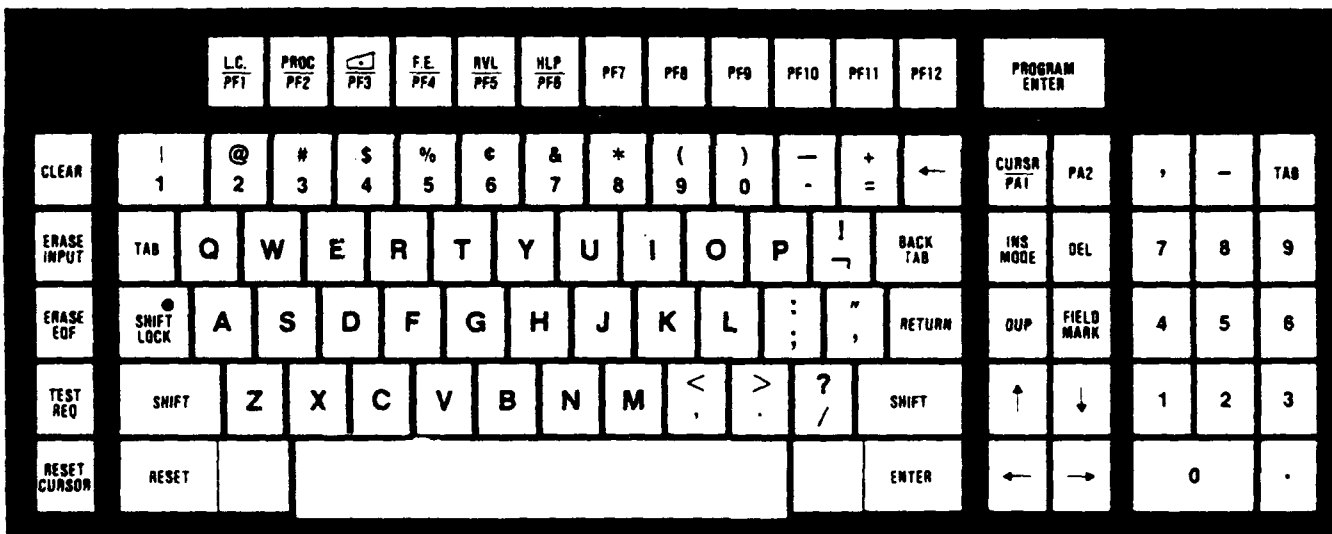
OPERATION OF TYPEWRITER KEYBOARD WITH NUMERIC PAD

To operate the typewriter keyboard with numeric pad, proceed with the following steps:

NOTE: *If your company has a sign-on procedure and your terminal is not signed-on, you can operate any key without affecting the program or the computer. A sign-on procedure allows the program to ignore any signals received from a terminal that is not signed on.*

Press the POWER pushbutton to apply power to your terminal. When the power is on, the pushbutton lights. A delay of a few seconds is built in to allow the cathode ray tube (screen) to warm up. After this delay, a short horizontal bar or blinking square appears in the upper left portion of the screen (in the first character position on line 1). This symbol is the cursor.

Observe the control panel (Figure 63) to the right of the screen. The SYSTEM READY and the SYSTEM AVAIL lights should be on. If the INPUT LOCKED lights comes on, press the RESET key. If the INPUT LOCKED light remains on, check the position of the key in the SECURITY LOCK (if one is installed in your unit). The key should be turned to the left. Place the key in that position, and press the RESET key again. The INPUT LOCKED light should go out.

Now enter a line of characters (Figure 64) using any combination of letter and/or number and symbol keys. Note that the cursor travels along as you type this data. Also note that if a character key is held down, its operation is automatically repeated. Observe these characters on the screen.

FIGURE 63. POWER PUSHBUTTON
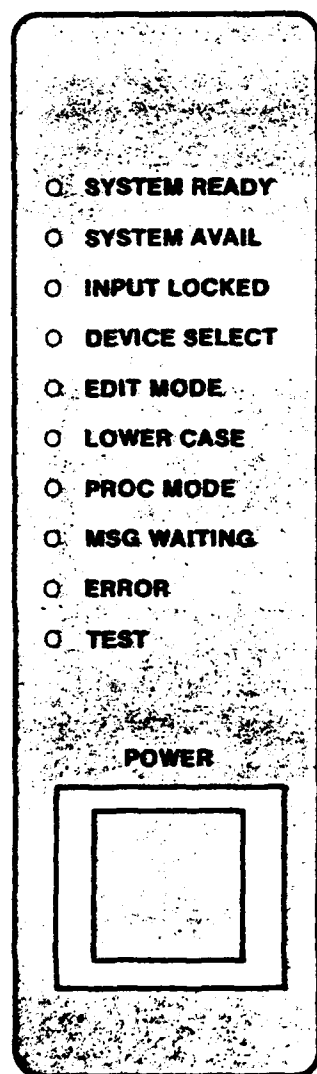
FIGURE 64. LINE OF CHARACTERS
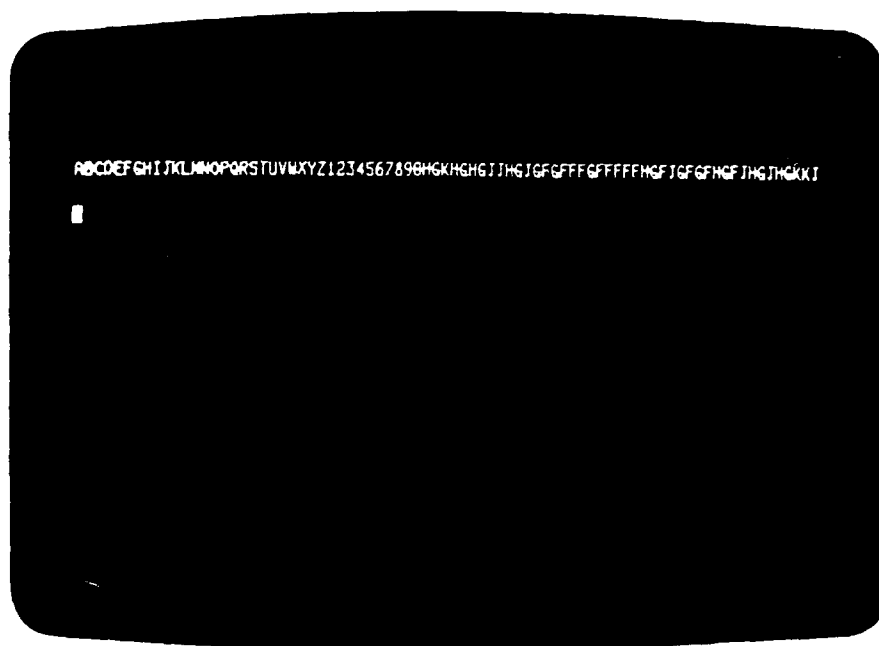
FIGURE 65. BRIGHT CONTROL

SECURITY LOCK KEYBOARD CABLE CONNECTOR
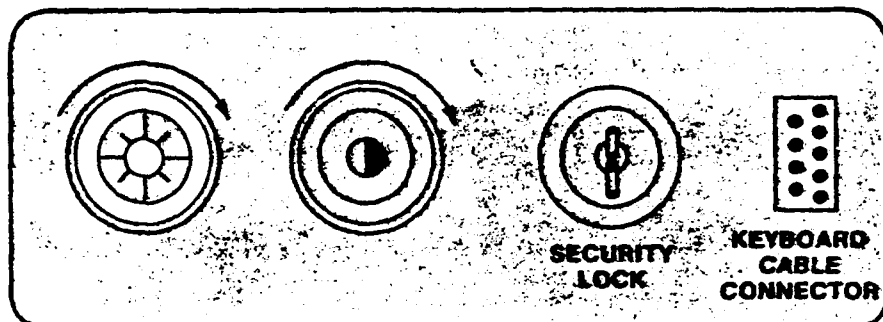
Adjust the brightness of the displayed characters using the BRIGHT CONTROL (Figure 65). *Experiment with this control until a setting is found that is most convenient and comfortable for viewing.* There is no correct setting for the brightness of the image.

FIGURE 66. FIELD CONTRAST

SECURITY LOCK KEYBOARD CABLE CONNECTOR
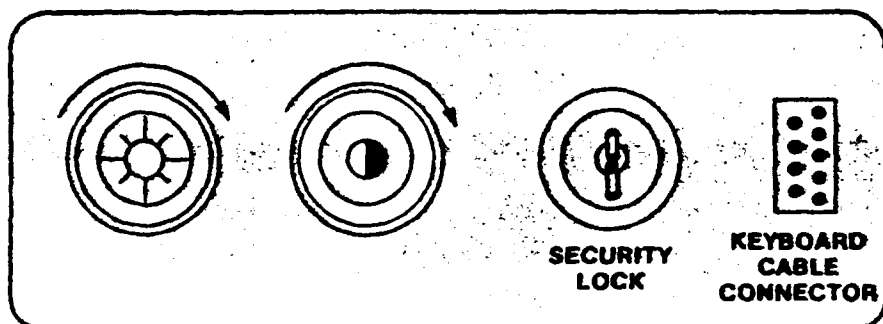
NOTE: Use of a formatted test display is essential to understanding and accomplishing the following instructions which pertain exclusively to formatted display operations and are clearly labeled as such. In this case, it is also necessary to understand the difference between a protected and an unprotected field.

UNFORMATTED DISPLAY: Use of the FIELD CONTRAST control for unformatted displays is not necessary.

FORMATTED DISPLAY: Adjust the FIELD CONTRAST control (Figure 66). Note that the protected fields of the formatted display have a different intensity than the protected fields.

FIGURE 67. CLEAR KEY
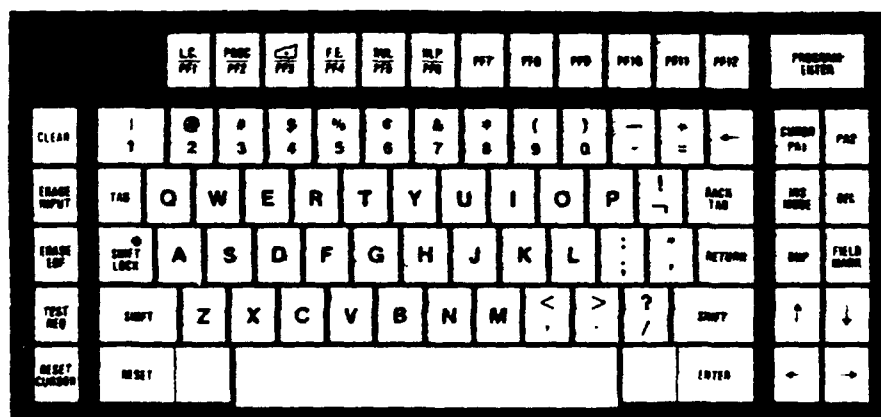
UNFORMATTED DISPLAY: Press the CLEAR KEY. Note that pressing the CLEAR key blanks every character on the face of the screen and positions the cursor to the first character position on line 1. The SYSTEM AVAIL light (Figure 63) goes out momentarily, and the INPUT LOCKED light and DEVICE SELECT light come on momentarily. If the INPUT LOCKED light does not go out, press the RESET key to unlock the keyboard.

FORMATTED DISPLAY: Do not press the CLEAR key when using a formatted display. Pressing this key blanks the screen and establishes an unformatted display.

FIGURE 68. CURSOR CONTROL KEYS
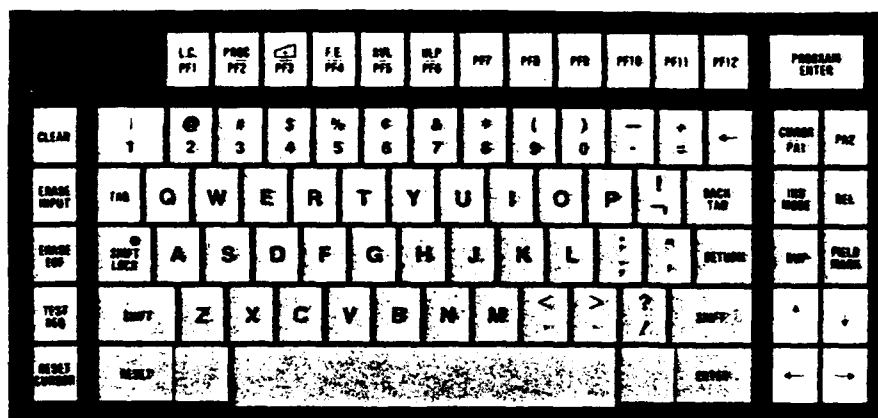
Move the cursor by pressing each of the cursor control keys in turn. Observe the operation of the cursor. Make the cursor wrap. Note that the cursor control keys move the cursor automatically if the keys are held down.

FIGURE 69. RESET CURSOR KEY
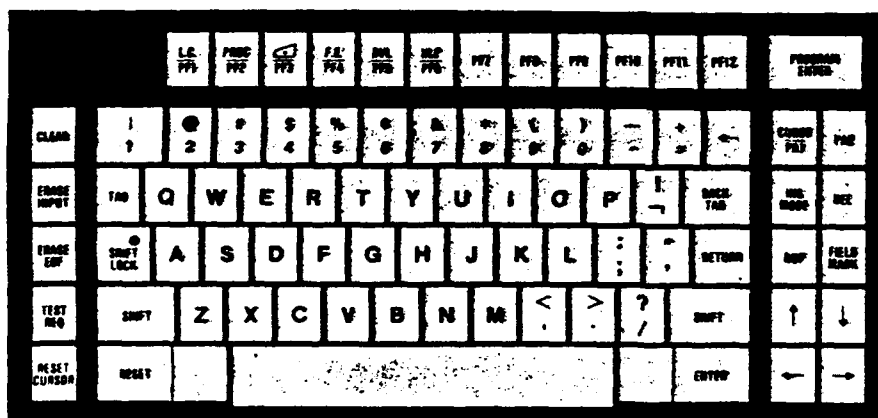
UNFORMATTED DISPLAY: Press the RESET CURSOR key. Note that the cursor is positioned to the upper left-hand corner of the screen.

FORMATTED DISPLAY: Press the RESET CURSOR key. Note that the cursor returns to the first character position of the first unprotected field.

FIGURE 70. TAB KEY
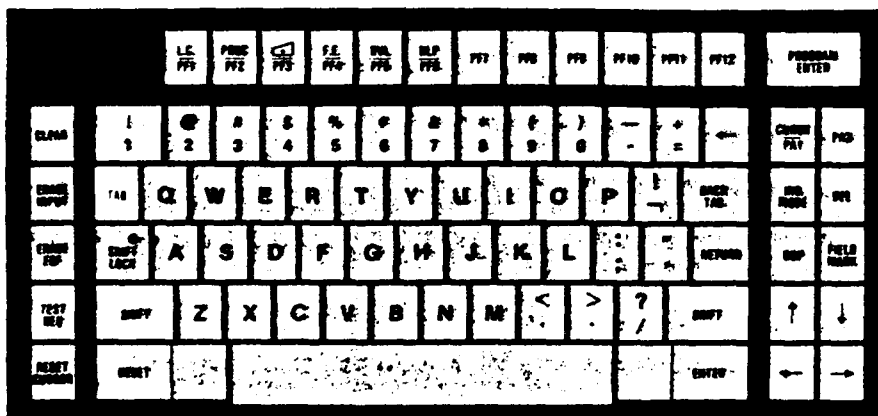
UNFORMATTED DISPLAY: Press the TAB key. Note that the cursor does not move to a new position.

FORMATTED DISPLAY: Press the TAB key several times. Note that the cursor always moves to the right to the next position where it is possible for the operator to enter data. Using the TAB key, position the cursor to the farthest and lowest right-hand position possible.

FIGURE 71. BACK TAB KEY
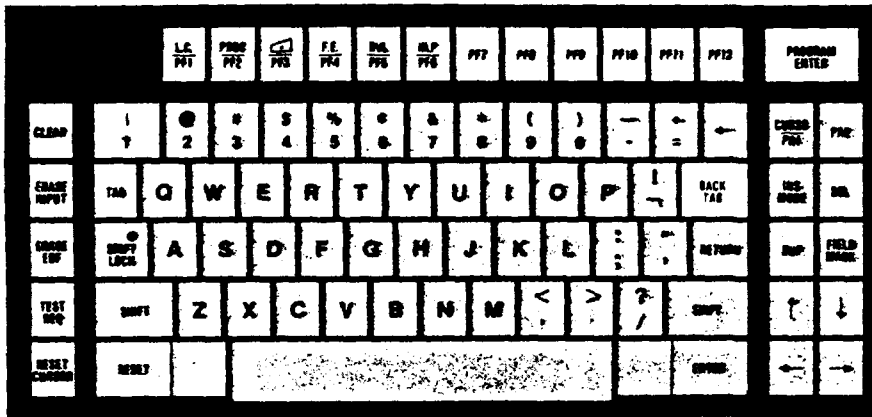
UNFORMATTED DISPLAY: Position the cursor near the center of the screen. Press the BACK TAB key. Note the cursor is repositioned to the first character position on line 1.

FORMATTED DISPLAY: Press the BACK TAB key, and note the operation of the cursor. Move the cursor at random with the cursor control keys or TAB key while alternately pressing the BACK TAB key. When the cursor is in an input field at a location other than the first character position, the BACK TAB key repositions the cursor to the first character position in that field. When the cursor is in the first character position of an input field, the BACK TAB key repositions the cursor to the first character position of the first preceding input field.

FIGURE 72. BACKSPACE KEY
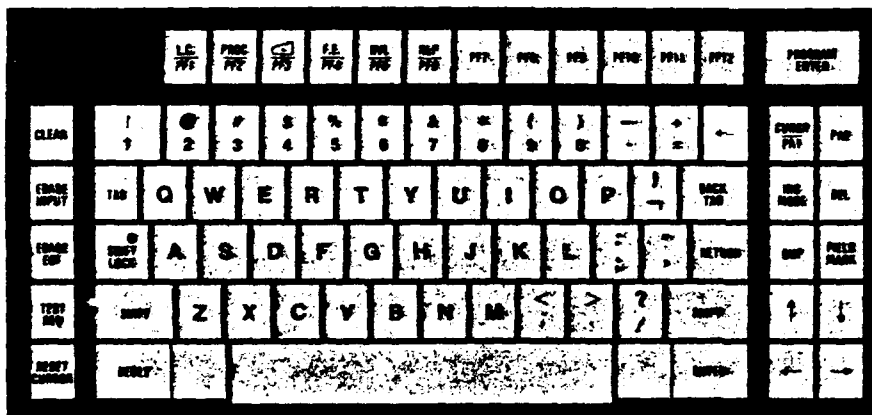
Using the cursor control keys, position the cursor near the center of the screen. Now press the backspace key several times. Note that the cursor moves one character space to the left each time the key is pressed. (Operation of this key is identical to the operation of the move-cursor-left key.)

FIGURE 73. RETURN KEY
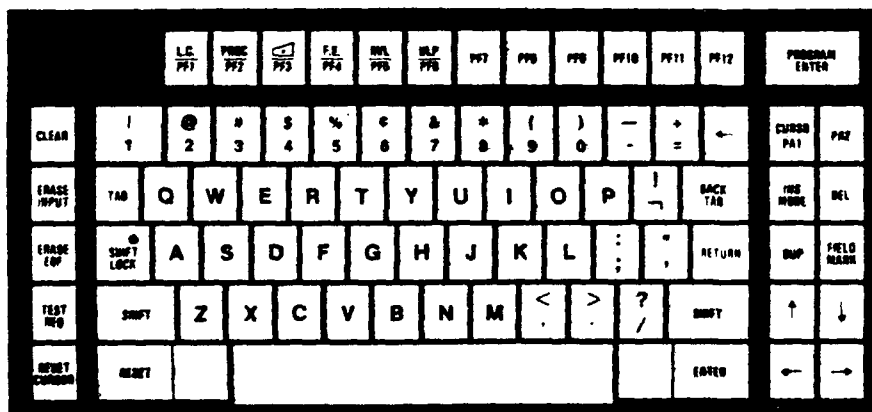
UNFORMATTED DISPLAY: Move the cursor, using the cursor control keys, to a position about halfway across the screen and several lines down. Press the RETURN key. The cursor is positioned to the first character location on the next line.

FORMATTED DISPLAY: Using the cursor control keys, position the cursor at or near the center of the screen. Press the RETURN key. Note that the cursor is positioned to the first character location of the first unprotected field on the next line.

FIGURE 74. SPACE BAR
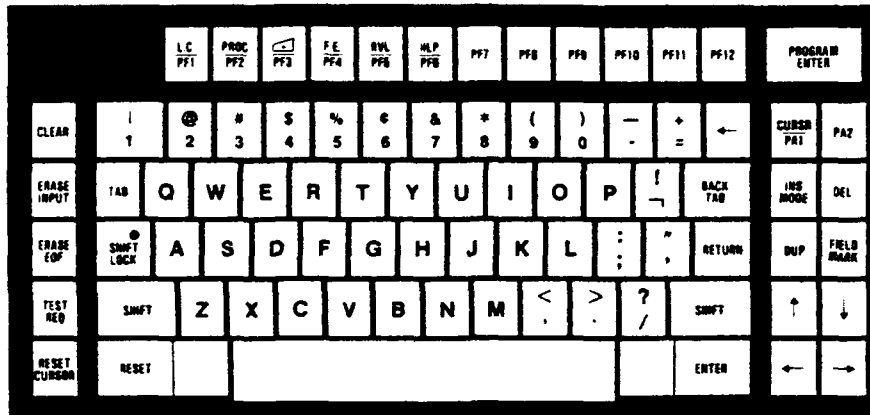
Reset the cursor, and enter random data on the screen. Reset the cursor, and press the space bar until the cursor travels over the characters previously entered. Note that the characters appear to be deleted; however, unlike a typewriter or a keypunch, a space is considered an actual character that occupies a position on the face of the screen. When the space bar is pressed, a space is entered on the screen; this space character replaces whatever character is presently in that position. Do not use the space bar to position the cursor for that reason.

FIGURE 75. SHIFT, SHIFT LOCK AND LETTER KEYS
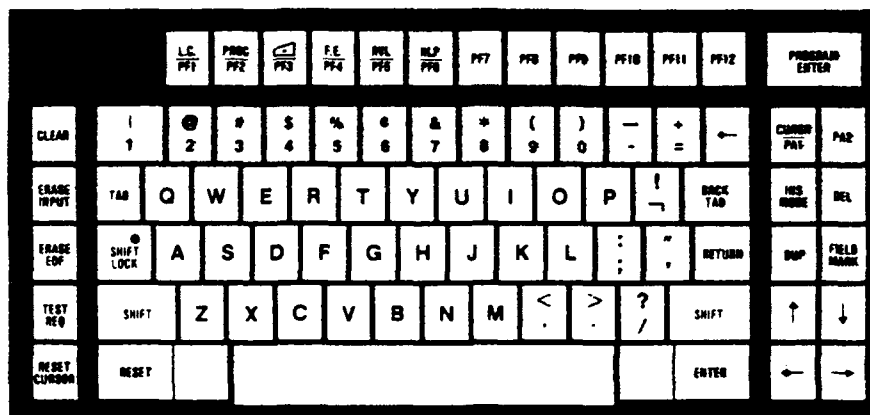
The SHIFT keys, SHIFT LOCK key and letter keys (A through Z) operate the same as on a standard typewriter keyboard, assuming, of course, that the lower-case option is installed on the terminal. If the lower-case option is not installed, then the letters are always displayed as upper case.

If the lower case option is installed, activate the lower case by depressing and holding left shift, left shift lock, and L.C./PF1 key. Note that the LOWER CASE light comes on. Press the SHIFT keys, alternately, and type data as appropriate using the other hand. Press the SHIFT LOCK key, and type data using both hands. Note the data appearing on the screen. Clear the display by pressing the ERASE INPUT key. To deactivate the lower case, repeat the sets used above to activate it. Note that the lower case light goes out.

FIGURE 76. NUMBER KEYS
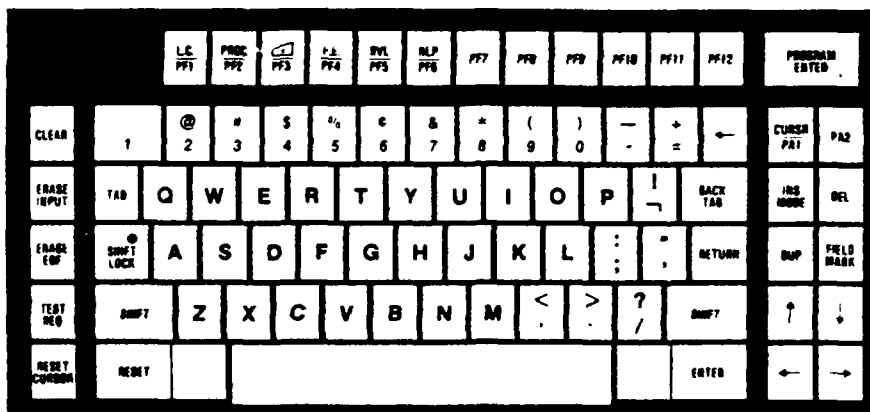
Operate the number keys (0 through 9) with no shift. Observe that the digit shown on the lower half of the key is displayed. Press the SHIFT key, and operate the number keys. Note that the symbol shown on the upper half of the key is displayed.

FIGURE 77. SYMBOLS AND PUNCTUATION MARK KEYS

Operate the symbol and punctuation mark keys with no shift. Observe that the symbol shown on the lower half of the key is displayed. Press the SHIFT key. Note that the symbol shown on the upper half of the key is displayed. Clear the display by pressing the ERASE INPUT key.

FIGURE 78. ERASE INPUT KEY

UNFORMATTED DISPLAY: Enter any amount of data on the screen. Press the ERASE INPUT key. Note that the inputted data is removed from the screen. Note that the cursor moves to the first character location on line 1.

FORMATTED DISPLAY: Enter data in the unprotected fields. Press the ERASE INPUT key. Note that all areas where data was entered are erased. Note also that the cursor moves to the first character location in the first field in which input data may be keyed.

FIGURE 79. ERASE EOF (END OF FIELD) KEY

UNFORMATTED DISPLAY: Enter any amount of data on the screen. Press the backspace key several times to move the cursor back. Press the ERASE EOF key. Note that all characters from the cursor location to the end of the screen are erased. The cursor, however, does not move.

FORMATTED DISPLAY: Enter any amount of data into the unprotected fields. Position the cursor in the middle of one of the completely filled unprotected fields. Press the ERASE EOF key. Note that all characters from the cursor location to the end of the field are erased. The cursor, however, does not move.

FIGURE 80. INS MODE KEY

The purpose of the insert mode is to allow the operator to insert a character or characters into the middle of a field without disturbing the information that is already displayed there. Pressing the INS MODE key places the keyboard in the insert mode of operation.

UNFORMATTED DISPLAY: Enter data on the display screen. A social security number (168-22-5451) is a good example, leaving out the two digits in the middle of the number, i.e., enter 168-5451. Move the cursor to the first "5" in that number, and press the INS MODE key. Note that the EDIT MODE light (Figure 63) comes on. Now enter "22-", and observe that the numbers "5451" moves to the right to accommodate the insertion.

If an entry is a large one and covers more than one line during the insert operation, characters shift from the end of one line to the beginning of the next line.

FORMATTED DISPLAY: Enter data into an unprotected field. A social security number is a good example (168-22-5451), leaving out the two digits in the middle of the number, i.e., enter 168-5451. Move the cursor to the first "5" in that number, and press the INS MODE key. The EDIT MODE light (Figure 63) comes on. Now enter "22-", and observe that the numbers "5451" move to the right to accommodate the insertion. If more characters are inserted than the field will hold, the keyboard is disabled. The number of characters that can be inserted into a field is limited to the number of blanks remaining in the field. If the field is a large one and covers more than one line, it is possible in some instances for an insert operation to shift characters from the end of one line to the beginning of the next line.

FIGURE 81. RESET KEY
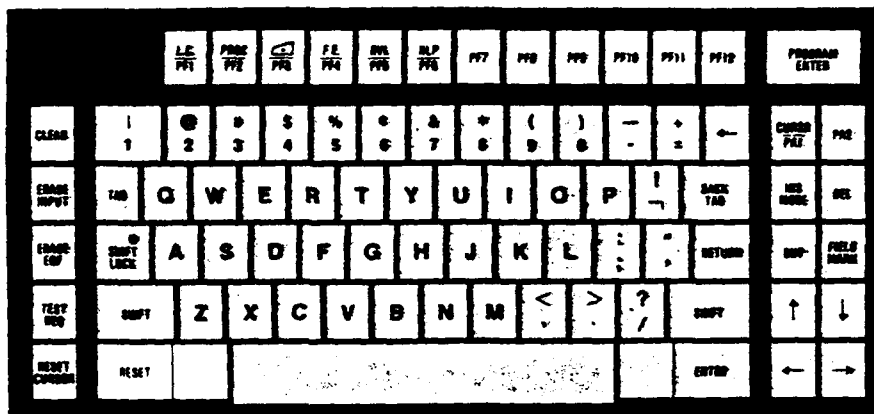
Press the RESET key to reset the EDIT MODE (Figure 63). However, note that the RESET key does not change the status on the indicator panel during the short period of time when the display station is sending data to or receiving data from the computer. Thus, it may be possible to press the RESET key and not accomplish the desired reset. If this happens, press the RESET key again.

FIGURE 82. DUP KEY
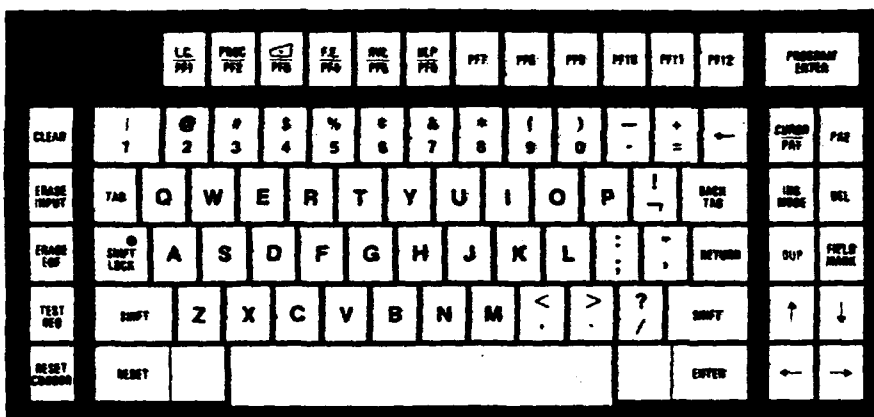
UNFORMATTED DISPLAY: Operation of the DUP key is generally not applicable.

FORMATTED DISPLAY: The DUP key is used in some applications to duplicate information previously entered. Additional information must be supplied by your supervisor for its use; however, to observe the operation, press the DUP key. Note that a special character in the form of an asterisk is displayed in the position occupied by the cursor. Note that the cursor moves to the first character location of the next unprotected field.

FIGURE 83. DEL (DELETE) KEY
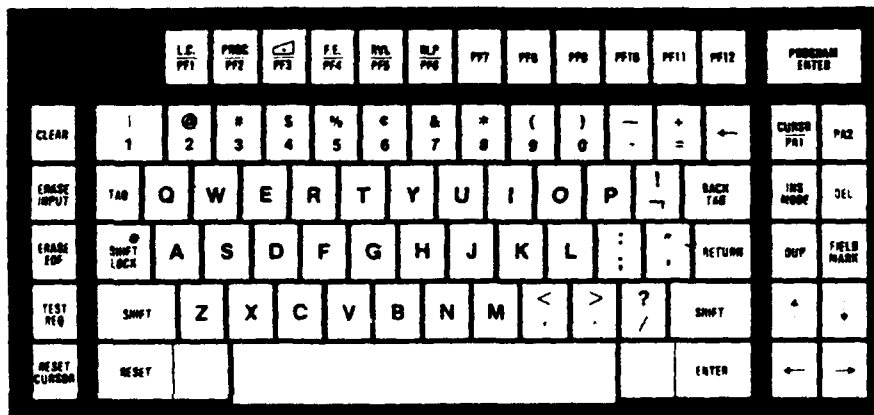
To simulate the use of the DEL key, enter incorrect data on the screen, for example: "Decemmber 22, 1974" Move the cursor to the position of the extra "m". Press the DEL key. Note that the character occupying the position underlined by the cursor is deleted, and that all characters to the right of that position are shifted left one position. Note that the cursor does not move. The correction made, move the cursor to the next character position where data will be entered.

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FIGURE 84. FIELD MARK KEY
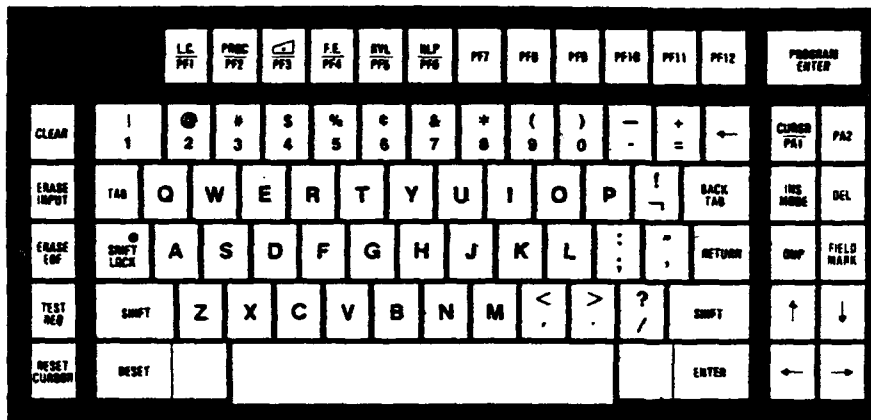
The FIELD MARK key is used primarily when operating with an unformatted display. It indicates the end of a data field to the program. Press the FIELD MARK key and note that a special character in the form of a semi-colon is displayed. The cursor moves to the next character position.

FIGURE 85. PA1 AND PA2 KEYS
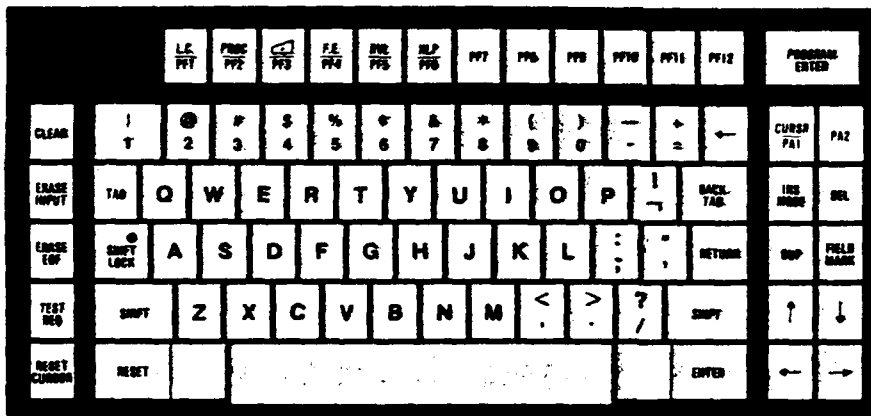
PA1 and PA2 are program access keys; they perform the function that their name implies. They provide a means of signaling the program or obtaining access to it. While the terminal is signaling the program, the INPUT LOCKED light comes on (Figure 63), making the keyboard inactive. Most programs, when replying to these keys, turn off this light; however, this decision is made by the program. The program that is operating in the computer at the time also determines how these keys are used. To determine their exact function, refer to the appropriate application procedure. If the INPUT LOCKED light remains on for an abnormally long period after one of the PA keys is pressed, press the RESET key to turn it off.

FIGURE 86. ENTER KEY
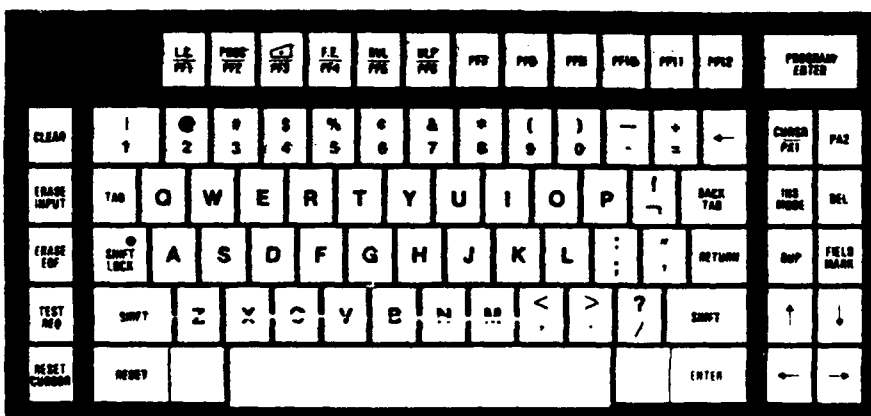
Pressing the ENTER key tells the program that the message has been completed, and it is time for the information on the screen to be entered into the computer. While the terminal is signaling the program, an INPUT LOCKED light comes on, making the keyboard inactive. Most programs, when acting on an ENTER key signal, turn off this light; however, this decision is made by the software program. If the INPUT LOCKED light remains on for an abnormally long period after use of the ENTER key, press the RESET key to turn it off.

FIGURE 87. PF1 THROUGH PF12 KEYS AND PROGRAM ENTRY KEY
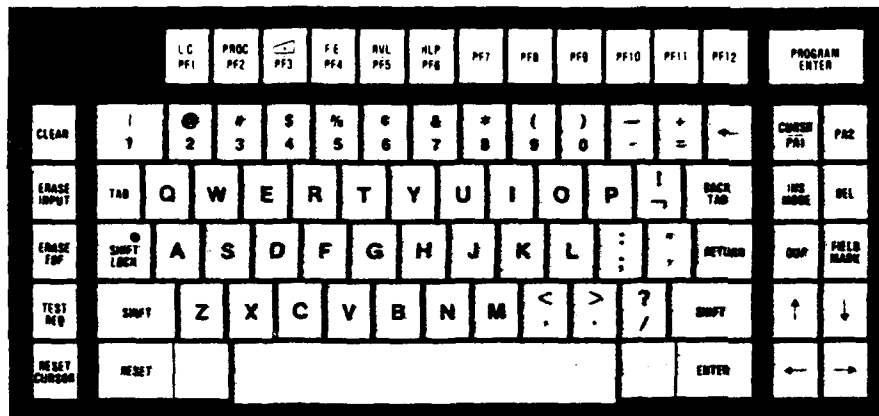
In addition to the functions permanently assigned to other keys (such as backspace, tab, back tab, etc.), application programs can assign other programmable functions to the Program Function (PF) keys. To determine the use of each key and the corresponding action, refer to the appropriate application instruction.

In some applications, an optional use of the PROGRAM ENTER key is desired to prevent sending unsolicited requests to the computer. For these applications, the PROGRAM ENTER key must be used in conjunction with the PF keys. The PROGRAM ENTER key must be pressed following the operation of any one of the 12 PF keys before a request is sent to the computer.

FIGURE 88. TEST REQ KEY
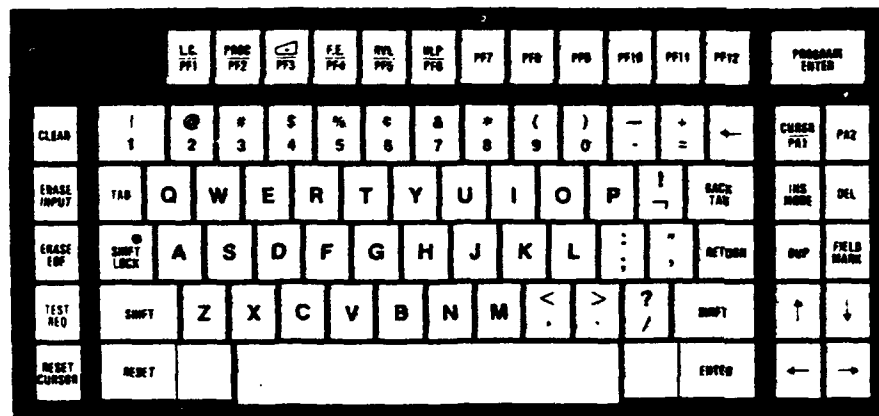
The function of the TEST REQ key is determined by the computer. As such, this key may be ineffective. Pressing the TEST REQ key sends a *unique signal to the computer* telling the program that a test message is desired. While this signaling is taking place, the INPUT LOCKED light turns on (Figure 63) making the keyboard inactive. The program replying to the signal, normally turns off the light and displays a message on the screen that advises what procedure should be followed. You should request specific instructions for use of this key.

FIGURE 89. NUMERIC PAD
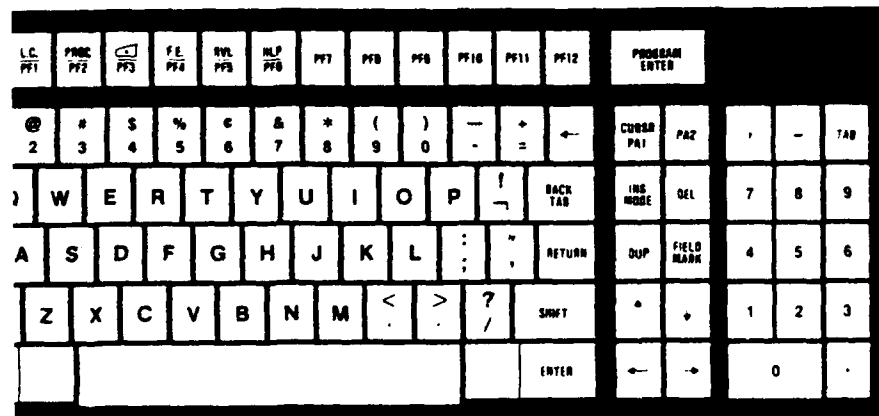
The numeric pad is a convenience for those operations where personnel are familiar with operating calculators or adding machines. The numeric pad is laid out very much like such calculators and is normally used where quantities of numeric data must be entered. The TAB key functions identically to the TAB key on the main keyboard. Practice entering data using all of the keys on the numeric pad.

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Operator Problem Determination

PROBLEM	REASON
A. Power Failure	1. Unit not plugged into AC outlet. 2. POWER pushbutton not pressed.
B. Display Failure	1. Unit not plugged into AC outlet. 2. POWER pushbutton not pressed. 3. BRIGHTNESS control not properly adjusted.
C. Keyboard Disabled	1. Security key lock (optional) not turned on. 2. INPUT LOCKED indicator illuminated.
D. INPUT LOCKED Indiicator Lights	1. RESET key not pressed. 2. Attempt to enter data in a protected field. 3. Attempt to erase in a protected field. 4. Attempt to enter too many characters in a field. 5. Attempt to enter alpha characters in a numeric field.
E. No Response from Computer (SYSTEM AVAIL Indicator Not Illuminated)	1. Computer system not operating. 2. F.E. Mode activated. 3. PROC indicator illuminated.
F. Cursor Does Not Appear on Screen	1. Unit not plugged into AC outlet. 2. POWER pushbutton not pressed. 3. BRIGHTNESS control not properly adjusted.

DEERS PROGRAM MANUAL

APPENDIX C

DIRECTORY OF ACCREDITED COLLEGES AND UNIVERSITIES

This directory lists institutions that are legally authorized to offer and are offering college level studies leading toward a degree. Compiled by the National Center for Education Statistics, the list is an excerpt from the publication Education Directory, Colleges & Universities 1981-82 by Susan G. Broyles and Geneva C. Davis. It is available from the U.S. Government Printing Office, Washington, D.C. 20402.

This list is provided to assist in the determination of accredited institutions. It is not all inclusive. The DD Form 1172 and Uniformed Service guidelines should be consulted regarding accreditation and determination of dependency. Additional information is provided in Chapter 4, page 4-8.

A.R.T. Technical College	Iowa	Alabama Christian College	Alabama
A.T.E.S. Technical Institutue	Ohio	Alabama in Huntsville,	
A.T.E.S. Technical School	Ohio	University of	Alabama
Abilene Christian University	Texas	Alabama Lutheran Academy	
Abilene Christian University at		and College	Alabama
Dallas	Texas	Alabama State University	Alabama
Abraham Baldwin Agricultural		Alabama System Office,	
College	Georgia	University of	Alabama
Academy of Aeronautics	New York	Alabama, The University of	Alabama
Academy of the New Church	Pennsylvania	Alameda, College of	California
Adams State College	Colorado	Alaska Anchorage Campus,	
Adelphi University	New York	University of	Alaska
Adio Institute of Straight		Alaska Anchorage Community	
Chiropractic	Pennsylvania	College, University of	Alaska
Adirondack Community		Alaska Bible College	Alaska
College	New York	Alaska Fairbanks Campus.	
Adler, Alfred, Institute of		University of	Alaska
Chicago	Illinois	Alaska Juneau, University of	Alaska
Adolphus, Gustavus, College	Minnesota	Alaska Kenai Peninsula	
Adrian College	Michigan	Community College,	
Agnes Scott College	Georgia	University of	Alaska
Agricultural and Technical	See State Univ	Alaska Ketchikan Community	
College at Alfred	of NY	College, University of	Alaska
Agricultural and Technical	See State Univ	Alaska Kodiak Community	
College at Canton	of NY	College, University of	Alaska
Agricultural and Technical	See State Univ	Alaska Kuskokwim Community	
College at Cobleskill	of NY	College, University of	Alaska
Agricultural and Technical	See State Univ	Alaska Matanuska-Susitna	
College at Delhi	of NY	Community College,	
Agricultural and Technical	See State Univ	University of	Alaska
College at Farmingdale	of NY	Alaska Northwest Community	
Agricultural and Technical	See State Univ	College, University of	Alaska
College at Morrisville	of NY	Alaska Pacific University	Alaska
Aiken Technical College	South Carolina	Alaska Sitka Community	
Aims Community College	Colorado	College, University of	Alaska
Air Force, Community College		Alaska System Office,	
of the	Alabama	University of	Alaska
Air Force Institute of		Alaska System of Higher	
Technology	Ohio	System Office,	
Akron Central Office,		University of	Alaska
University of	Ohio	Alaska Tanana Valley Community	
Akron Main Campus, University		College, University of	Alaska
of	Ohio	Albany Business College	New York
Akron Wayne General and		Albany College of Pharmacy	New York
Technical College,		Albany Junior College	Georgia
University of	Ohio	Albany Junior College of	
Alabama Agricultural and		New York	See Russell Sage
Mechanical University	Alabama	Albany Law School	New York
Alabama in Birmingham.		Albany Medical College	New York
University of	Alabama	Albany State College	Georgia

Albermarle, College of the	North Carolina	American Baptist College of	
Albert, Carl, Junior College	Oklahoma	A.B.T. Seminary	Tennessee
Albertus Magnus College	Connecticut	American Baptist Seminary of	
Albion College	Michigan	the West	California
Albright College	Pennsylvania	American College	Pennsylvania
Albuquerque, University of	New Mexico	American College of Puerto Rico	Puerto Rico
Alcorn State University	Mississippi	American Conservatory of Music	Illinois
Alderson Broaddus College	West Virginia	American Conservatory Theatre	California
Alexander City State Junior		American Graduate School of	
College	Alabama	International Management	Arizona
Alfred Adler Institute of		American Institute of Business	Iowa
Chicago	Illinois	American International College	Massachusetts
Alfred University	New York	American Junior College	Arkansas
Alfred University Central		American River College	California
Office	New York	American Samoa Community	
Alice Lloyd College	Kentucky	College	American Samoa
Allan Hancock College	California	American Technological	
Allegany Community College	Maryland	University	Texas
Allegheny College	Pennsylvania	American University	District of
Allegheny County Allegheny			Columbia
Campus, Community		Amherst College	Massachusetts
College of	Pennsylvania	Ancilla Domini College	Indiana
Allegheny County Boyce Campus,		Anderson College	Indiana
Community College of	Pennsylvania	Anderson College	South Carolina
Allegheny County Central Office,		Andover College	Maine
Community College of	Pennsylvania	Andover Newton Theological	
Allegheny County North		School	Massachusetts
Campus, Community		Andrew College	Georgia
College of	Pennsylvania	Andrews University	Michigan
Allegheny County South		Angelina College	Texas
Campus, Community		Angelo State University	Texas
College of	Pennsylvania	Anna Maria College	Massachusetts
Allen County Community		Anne Arundel Community	
Junior College	Kansas	College	Maryland
Allen University	South Carolina	Anoka-Ramsey Community	
Allentown College of Saint		College	Minnesota
Francis De Sales	Pennsylvania	Anson Technical College	North Carolina
Alliance College	Pennsylvania	Antelope Valley College	California
Alma College	Michigan	Antillian College	Puerto Rico
Alpena Community College	Michigan	Antioch University	Ohio
Alvernia College	Pennsylvania	Antonelli School of Photography	Pennsylvania
Alverno College	Wisconsin	Appalachian Bible College	West Virginia
Alvin Community College	Texas	Appalachian State University	North Carolina
Amarillo College	Texas	Aquinas College	Michigan
American Academy of Art	Illinois	Aquinas Institute	Missouri
American Academy of Dramatic		Aquinas Institute of Theology	Missouri
Arts	New York	Aquinas Junior College	Tennessee
American Academy of Dramatic		Aquinas Junior College Central	
Arts – West	California	Office	Massachusetts

Aquinas Junior College at Milton	Massachusetts	Ashland Community College	Kentucky
Aquinas Junior College at Newton	Massachusetts	Asnuntuck Community College	Connecticut
Arapahoe Community College	Colorado	Assemblies of God Graduate School	Missouri
Arizona College of the Bible	Arizona	Associated Arts, School of the	Minnesota
Arizona State University	Arizona	Associated Beth Rivkah Schools	New York
Arizona, University of	Arizona	Assumption College	Massachusetts
Arizona Western College	Arizona	Assumption College for Sisters	New Jersey
Arkansas Baptist College	Arkansas	Athenaeum of Ohio	Ohio
Arkansas Central Office, University of	Arkansas	Athens State College	Alabama
		Atlanta Christian College	Georgia
Arkansas College	Arkansas	Atlanta College of Art	Georgia
Arkansas College of Technology	Arkansas	Atlanta Junior College	Georgia
Arkansas at Little Rock, University of	Arkansas	Atlanta University	Georgia
		Atlantic Christian College	North Carolina
Arkansas Main Campus, University of	Arkansas	Atlantic, College of the	Maine
		Atlantic Community College	New Jersey
Arkansas Medical Sciences Campus, University of	Arkansas	Atlantic Union College	Massachusetts
		Auburn University Central Office	Alabama
Arkansas at Monticello, University of	Arkansas	Auburn University Main Campus	Alabama
Arkansas at Pine Bluff, University of	Arkansas	Auburn University at Montgomery	Alabama
Arkansas State University Beebe Branch	Arkansas	Augsburg College	Minnesota
		Augusta College	Georgia
Arkansas State University Central Office	Arkansas	Augustana College	Illinois
		Augustana College	South Dakota
Arkansas State University Main Campus	Arkansas	Aurora College	Illinois
		Austin College	Texas
Arkansas Technical University	Arkansas	Austin Community College	Minnesota
Arlington Baptist College	Texas	Austin Community College	Texas
Armstrong College	California	Austin Peay State University	Tennessee
Armstrong State College	Georgia	Austin Presbyterian Theological Seminary	Texas
Art Academy of Cincinnati	Ohio		
Art Center College of Design	California	Austin, Stephen F., State University	Texas
Art Institute of Atlanta	Georgia		
Art Institute of Chicago, School of the	Illinois	Averett College	Virginia
		Avila College	Missouri
Art Institute of Fort Lauderdale	Florida	Azusa Pacific College	California
Art Institute of Philadelphia	Pennsylvania	Babson College	Massachusetts
Art Institute of Pittsburgh	Pennsylvania	Bacone College	Oklahoma
Arthur D. Little Management Education Institute	Massachusetts	Bainbridge Junior College	Georgia
		Bais Binyomin Academy	Connecticut
Asbury College	Kentucky	Bais Yaakov Seminary	New York
Asbury Theological Seminary	Kentucky	Baker Junior College of Business	Michigan
Asheboro College	North Carolina	Baker University	Kansas
Asheville Buncombe Technical College	North Carolina	Bakersfield College	California
		Baldwin, Abraham, Agricultural College	Georgia
Ashland College	Ohio	Baldwin, Mary, College	Virginia

Baldwin-Wallace College	Ohio
Ball State University	Indiana
Baltimore, Community College of	Maryland
Baltimore Hebrew College	Maryland
Baltimore, University of	Maryland
Bangor Theological Seminary	Maine
Bank Street College of Education	New York
Baptist Bible College	Missouri
Baptist Bible College of Denver	Colorado
Baptist Bible College of Pennsylvania	Pennsylvania
Baptist Bible College and School of Theology	Pennsylvania
Baptist Bible Institute	Florida
Baptist College at Charleston	South Carolina
Barat College	Illinois
Barber-Scotia College	North Carolina
Bard College	New York
Barnard College	New York
Barrington College	Rhode Island
Barry College	Florida
Barstow College	California
Bartlesville Wesleyan College	Oklahoma
Barton County Community College	Kansas
Baruch, Bernard, College	See City Univ of New York
Basic Institute of Technology	Missouri
Bassist College	Oregon
Bates College	Maine
Bauder College Specializing in Career Education	California
Bauder Fashion College	Florida
Bauder Fashion College	Texas
Bauder Finishing and Career College	Georgia
Bay De Noc Community College	Michigan
Bay Path Junior College	Massachusetts
Bay State Junior College of Business	Massachusetts
Bay-Valley Tech	California
Bayamon Central University	Puerto Rico
Baylor College of Dentistry	Texas
Baylor College of Medicine	Texas
Baylor University	Texas
Beacon College	District of Columbia
Beal College	Maine
Beaufort County Community College	North Carolina

Beaufort Technical College	South Carolina
Beaver College	Pennsylvania
Beaver County, Community College of	Pennsylvania
Becker Junior College Leicester	Massachusetts
Becker Junior College System Office	Massachusetts
Becker Junior College Worcester	Massachusetts
Beckley College	West Virginia
Bee County College	Texas
Be'Er Shmuel Talmudical Academy	New York
Behrend College	See Pa State University
Belhaven College	Mississippi
Bellarmine College	Kentucky
Belleville Area College	Illinois
Bellevue College	Nebraska
Bellevue Community College	Washington
Belmont Abbey College	North Carolina
Belmont College	Tennessee
Belmont Technical College	Ohio
Beloit College	Wisconsin
Belzer Yeshiva-Machzikei Torah Seminary	New York
Bemidji State University	Minnesota
Benedict College	South Carolina
Benedictine College	Kansas
Benjamin Franklin University	District of Columbia
Bennet College	North Carolina
Bennet, Sue, College	Kentucky
Bennington College	Vermont
Bentley College	Massachusetts
Berea College	Kentucky
Berean Institute	Pennsylvania
Bergen Community College	New Jersey
Berkeley School-Hicksville	New York
Berkeley School, The	New Jersey
Berkeley School, The	New York
Berkeley School-New York	New York
Berklee College of Music	Massachusetts
Berkshire Christian College	Massachusetts
Berkshire Community College	Massachusetts
Bernard Baruch College	See City Univ of New York
Berry College	Georgia
Beth Hamedrash Shaarei Yosher Institute	New York
Beth Hatalmud Rabbinical College	New York

Beth Jacob Hebrew Teachers College	New York	Blue Mountain College	Mississippi
Beth Medrash Emek Halacha Rabbinical College	New York	Blue Mountain Community College	Oregon
Beth Medrash Eyun Hatalmud	New York	Blue Ridge Community College	Virginia
Beth Medrash Govoha	New Jersey	Blue Ridge Technical College	North Carolina
Beth Rochel Seminary	New York	Bluefield College	Virginia
Bethany Bible College	California	Bluefield State College	West Virginia
Bethany College	Kansas	Bluffton College	Ohio
Bethany College	West Virginia	Board for State Academic Awards	Connecticut
Bethany Lutheran College	Minnesota	Boca Raton, College of	Florida
Bethany Nazarene College	Oklahoma	Boise State University	Idaho
Bethany Theological Seminary	Illinois	Booker T. Washington Business College	Alabama
Bethel College	Indiana	Boricua College	New York
Bethel College	Kansas	Borough of Manhatten Community College	See City Univ of New York
Bethel College	Minnesota	Borromeo College of Ohio	Ohio
Bethel College	Tennessee	Bossier Parish Community College	Louisiana
Bethel College and Seminary Central Office	Minnesota	Boston College	Massachusetts
Bethel Theological Seminary	Minnesota	Boston Conservatory of Music	Massachusetts
Bethune Cookman College	Florida	Boston State College	Massachusetts
Big Bend Community College	Washington	Boston University	Massachusetts
Big Sky Bible College	Montana	Bowdoin College	Maine
Biola College	California	Bowie State College	Maryland
Biola University	California	Bowling Green Business College	Kentucky
Birmingham Southern College	Alabama	Bowling Green State University Central Office	Ohio
Biscayne College	Florida	Bowling Green State University Firelands Campus	Ohio
Bishop College	Texas	Bowling Green State University Main Campus	Ohio
Bishop, S.D., State Junior College	Alabama	Bradford College	Massachusetts
Bismarck Junior College	North Dakota	Bradley University	Illinois
Black Hawk College Central Office	Illinois	Brainerd Community College	Minnesota
Black Hawk College East Campus	Illinois	Bramson ORT Technical Institute	New York
Black Hawk College Quad-Cities Campus	Illinois	Brandeis University	Massachusetts
Black Hills State College	South Dakota	Brandywine College of Widener University	Pennsylvania
Blackburn College	Illinois	Brazosport College	Texas
Blackfeet Community College	Montana	Brenau College	Georgia
Blackhawk Technical Institute	Wisconsin	Brescia College	Kentucky
Bladen Technical Institute	North Carolina	Brevard College	North Carolina
Blair Junior College	Colorado	Brevard Community College	Florida
Bland, Richard, College of the College of William and Mary	Virginia	Brewer State Junior College	Alabama
Blanton's Junior College	North Carolina	Brewton-Parker College	Georgia
Blinn College	Texas	Briar Cliff College	Iowa
Bloomfield College	New Jersey	Briarcliff Secretarial School	New York
Bloomsburg State College	Pennsylvania	Briarwood College	Connecticut
Blue Hills Regional Technical Institute	Massachusetts		

Bridgeport Engineering Institute	Connecticut
Bridgeport, University of	Connecticut
Bridgewater College	Virginia
Bridgewater State College	Massachusetts
Brigham Young University Central Office	Utah
Brigham Young University Hawaii Campus	Utah
Brigham Young University Main Campus	Utah
Brisk Rabbinical College	Illinois
Bristol College	Tennessee
Bristol Community College	Massachusetts
Brockport, College at	See State Univ New York
Bronx Community College	See City Univ of New York
Brookdale Community College	New Jersey
Brookhaven College	Texas
Brooklyn Center, New York	See Long Is University
Brooklyn College	See City Univ of New York
Brooklyn Law School	New York
Brooks College	California
Brooks Institute	California
Broome Community College	New York
Broward Community College	Florida
Brown Institute	Minnesota
Brown, John, University	Arkansas
Brown, Morris, College	Georgia
Brown University	Rhode Island
Brunswick Junior College	Georgia
Brunswick Technical College	North Carolina
Bryan College	Tennessee
Bryant College of Business Administration	Rhode Island
Bryant and Stratton Business Institute	New York
Bryant-Stratton Business Institute	New York
Bryant-Stratton Business Institutes Powelson	New York
Bryn Mawr College	Pennsylvania
Bucknell University	Pennsylvania
Bucks County Community College	Pennsylvania
Buena Vista College	Iowa
Buffalo, College at	See State Univ New York
Bunker Hill Community College	Massachusetts
Burlington College	Vermont
Burlington County College	New Jersey
Butler County Community College	Kansas
Butler County Community College	Pennsylvania
Butler University	Indiana
Butte College	California
C W Post Center New York	See Long Is University
Cabrillo College	California
Cabrini College	Pennsylvania
Caguas City College	Puerto Rico
Caldwell College	New Jersey
Caldwell Community College and Technical Institute	North Carolina
Calhoun, John C., State Community College	Alabama
California Baptist College	California
California-Berkeley, University of	California
California Christian College	California
California College of Arts and Crafts	California
California College of Podiatric Medicine	California
California-Davis, University of	California
California Hastings College of Law, University of	California
California Institute of the Arts	California
California Institute of Asian Studies	California
California Institute of Technology	California
California-Irvine, University of	California
California-Los Angeles, University of	California
California Lutheran College	California
California Maritime Academy	California
California Polytechnic State University-San Luis Obispo	California
California-Riverside, University of	California
California-San Diego, University of	California
California-San Francisco, University of	California
California-Santa Barbara, University of	California

California-Santa Cruz, University of	California
California School of Professional Psychology at Berkeley	California
California School of Professional Psychology Central Office	California
California School of Professional Psychology at Fresno	California
California School of Professional Psychology at Los Angeles	California
California School of Professional Psychology at San Diego	California
California State College	Pennsylvania
California State College-Bakersfield	California
California State College-San Bernardino	California
California State College-Sonoma	California
California State College-Stanislaus	California
California State Polytechnic University-Pomona	California
California State University and Colleges System Office	California
California State University-Chico	California
California State University Dominguez Hills	California
California State University-Fresno	California
California State University-Fullerton	California
California State University-Hayward	California
California State University-Long Beach	California
California State University-Los Angeles	California
California State University-Northridge	California
California State University-Sacramento	California
California Systemwide Administration Central Office, University of	California
California Western School of Law	California
Calumet College	Indiana
Calvary Bible College	Missouri
Calvin College	Michigan
Calvin Theological Seminary	Michigan
Camden County College	New Jersey
Cameron University	Oklahoma

Camp, Paul D., Community College	Virginia
Campbell University	North Carolina
Campbellsville College	Kentucky
Canada College	California
Canisius College	New York
Canyons, College of the	California
Cape Cod Community College	Massachusetts
Cape Fear Technical Institute	North Carolina
Capital City Junior College	Arkansas
Capital University	Ohio
Capitol Institute of Technology	Maryland
Cardinal Glennon College	Missouri
Cardinal Newman College	Missouri
Cardinal Stritch College	Wisconsin
Carey, William, College	Mississippi
Carey, William, International University	California
Caribbean Center for Advanced Studies	Puerto Rico
Caribbean University College	Puerto Rico
Carl Albert Junior College	Oklahoma
Carl Sandburg College	Illinois
Carleton College	Minnesota
Carlow College	Pennsylvania
Carnegie-Mellon University	Pennsylvania
Carroll College	Montana
Carroll College	Wisconsin
Carroll, John, University	Ohio
Carson-Newman College	Tennessee
Carteret Technical Institute	North Carolina
Carthage College	Wisconsin
Casco Bay College	Maine
Case Western Reserve University	Ohio
Casper College	Wyoming
Castle Junior College	New Hampshire
Castleton State College	Vermont
Catawba College	North Carolina
Catawba Valley Technical College	North Carolina
Cathedral College of the Immaculate Conception	New York
Catholic Theological Union	Illinois
Catholic University Of America	District of Columbia
Catholic University of Puerto Rico	Puerto Rico
Catonsville Community College	Maryland
Cayey University College, University of Puerto Rico	See Univ of Puerto Rico
Cayuga County Community College	New York

Cazenovia College	New York
Cecil Community College	Maryland
Cecils Junior College	North Carolina
Cedar Crest College	Pennsylvania
Cedar Valley College	Texas
Cedarville College	Ohio
Centenary College	New Jersey
Centenary College of Louisiana	Louisiana
Center for Advanced Studies of Puerto Rico and the Caribbean	Puerto Rico
Center for Creative Studies	Michigan
Center for Degree Studies	Pennsylvania
Center for Early Education	California
Central Arizona College	Arizona
Central Arkansas, University of	Arkansas
Central Baptist College	Arkansas
Central Baptist Theological Seminary	Kansas
Central Bible College	Missouri
Central Carolina Technical College	North Carolina
Central Christian College of the Bible	Missouri
Central City Business Institute	New York
Central College	Kansas
Central Connecticut State College	Connecticut
Central Florida Community College	Florida
Central Florida, University of	Florida
Central Maine Medical Center School of Nursing	Maine
Central Maine Vocational Technical Institute	Maine
Central Methodist College	Missouri
Central Michigan University	Michigan
Central Missouri State University	Missouri
Central New England College of Technology	Massachusetts
Central Ohio Technical College	Ohio
Central Oregon Community College	Oregon
Central Pennsylvania Business School	Pennsylvania
Central Piedmont Community College	North Carolina
Central State University	Ohio
Central State University	Oklahoma
Central Technical Community College Area	Nebraska
Central Texas College	Texas
Central University Of Iowa	Iowa

Central Virginia Community College	Virginia
Central Washington University	Washington
Central Wesleyan College	South Carolina
Central Wyoming College	Wyoming
Central Y.M.C.A. Community College	Illinois
Central Yeshiva Tomchei Tmimim Lubavitz of the United States of America	New York
Centralia College	Washington
Centre College of Kentucky	Kentucky
Cerritos College	California
Cerro Coso Community College	California
Chabot College	California
Chadron State College	Nebraska
Chaffey College	California
Chamberlayne Junior College	Massachusetts
Chaminade University of Honolulu	Hawaii
Champlain College	Vermont
Chapman College	California
Charles County Community College	Maryland
Charles S. Mott Community College	Michigan
Charleston, College of	South Carolina
Charleston, University of	West Virginia
Charter Oak College of the Board for State Academic Awards	Connecticut
Chatfield College	Ohio
Chatham College	Pennsylvania
Chattahoochee Valley Community College	Alabama
Chattanooga State Technical Community College	Tennessee
Chemeketa Community College	Oregon
Chesapeake College	Maryland
Chesterfield-Marlboro Technical College	South Carolina
Chestnut Hill College	Pennsylvania
Cheyney State College	Pennsylvania
Chicago City-Wide College, Illinois	See City Colleges Chicago
Chicago College of Osteopathic Medicine	Illinois
Chicago Conservatory College	Illinois
Chicago School of Professional Psychology	Illinois

Chicago State University	Illinois	City Colleges of Chicago	
Chicago Theological Seminary	Illinois	Richard J. Daley College	Illinois
Chicago, University of	Illinois	City Colleges of Chicago	
Chipola Junior College	Florida	Truman College	Illinois
Chowan College	North Carolina	City Colleges of Chicago	
Christ College Irvine	California	Wright College	Illinois
Christ The King Seminary	New York	City University of New York	
Christ Seminary-Seminex	Missouri	Bernard Baruch College	New York
Christian Brothers College	Tennessee	City University of New York	
Christian Heritage College	California	Burough of Manhattan	
Christian Theological Seminary	Indiana	Community College	New York
Christopher Newport College	Virginia	City University of New York	
Church Divinity School of		Bronx Community College	New York
the Pacific	California	City University of New York	
Cincinnati Bible Seminary	Ohio	Brooklyn College	New York
Cincinnati Central Office,		City University of New York	
University of	Ohio	City College	New York
Cincinnati Clermont General and		City University of New York	
Technical College,		College of Staten Island	New York
University of	Ohio	City University of New York	
Cincinnati College of Mortuary		Graduate School and University	
Science	Ohio	Center	New York
Cincinnati Main Campus,		City University of New York	
University of	Ohio	Hostos Community College	New York
Cincinnati Raymond Walters		City University of New York	
College, University of	Ohio	Hunter College	New York
Cincinnati Technical College	Ohio	City University of New York	
Circleville Bible College	Ohio	John Jay College of	
Cisco Junior College	Texas	Criminal Justice	New York
Citadel Military College of		City University of New York	
South Carolina	South Carolina	Kingsborough Community	
Citrus College	California	College	New York
City College	Washington	City University of New York	
City College of California	See San Diego	La Guardia Community	
	Cmty College	College	New York
City College, New York	See City Univ of	City University of New York	
	New York	Lehman College	New York
City Colleges of Chicago Central		City University of New York	
Office	Illinois	Medgar Evers College	New York
City Colleges of Chicago Chicago		City University of New York	
City-Wide College	Illinois	New York City Technical	
City Colleges of Chicago		College	New York
Kennedy-King College	Illinois	City University of New York	
City Colleges of Chicago the		Queens College	New York
Loop Chicago	Illinois	City University of New York	
City Colleges of Chicago		Queensborough Community	
Malcolm X College	Illinois	College	New York
City Colleges of Chicago Olive-		City University of New York	
Harvey College	Illinois	System Office	New York

City University of New York York College	New York
Clackamas Community College	Oregon
Claflin College	South Carolina
Claremont Graduate School	California
Claremont McKenna College	California
Claremont Men's College	California
Claremont University Center System Office	California
Claremore Junior College	Oklahoma
Clarendon College	Texas
Clarion State College Central Office	Pennsylvania
Clarion State College Main Campus	Pennsylvania
Clarion State College Venango Campus	Pennsylvania
Clark College	Georgia
Clark College	Indiana
Clark College	Washington
Clark County Community College	Nevada
Clark Technical College	Ohio
Clark University	Massachusetts
Clark University School at the Worcester Art Museum	Massachusetts
Clarke College	Iowa
Clarke College	Mississippi
Clarkson College of Technology	New York
Clatsop Community College	Oregon
Clayton Junior College	Georgia
Clearwater Christian College	Florida
Cleary College	Michigan
Clemson University	South Carolina
Clermont General-Technical College, Ohio	See University Cincinnati
Cleveland Chiropractic College	California
Cleveland Chiropractic College	Missouri
Cleveland College of Jewish Studies	Ohio
Cleveland Institute of Art	Ohio
Cleveland Institute of Electronics	Ohio
Cleveland Institute of Music	Ohio
Cleveland State Community College	Tennessee
Cleveland State University	Ohio
Cleveland Technical College	North Carolina
Clinch Valley College	See University Virginia
Clinton Community College	Iowa

Clinton Community College	New York
Clinton Junior College	South Carolina
Cloud County Community College	Kansas
Coahoma Junior College	Mississippi
Coast Community College System Office	California
Coastal Carolina Community College	North Carolina
Coastline Community College	California
Cochise College	Arizona
Coe College	Iowa
Coffeyville Community College	Kansas
Cogswell College	California
Coker College	South Carolina
Colby College	Maine
Colby Community College	Kansas
Colby-Sawyer College	New Hampshire
Colegio Cesar Chavez	Oregon
Colegio Universitario Del Turabo	Puerto Rico
Colegio Universidad Metropolitano	Puerto Rico
Coleman College	California
Colgate Rochester Divinity School-Bexley Hall-Crozer Theological Seminary	New York
Colgate University	New York
College for Human Services	New York
College Misericordia	Pennsylvania
College of-, See Most Important Term	
Colorado at Boulder, University of	Colorado
Colorado College	Colorado
Colorado at Colorado Springs, University of	Colorado
Colorado at Denver, University of	Colorado
Colorado Health Sciences Center, University of	Colorado
Colorado Mountain	College
Colorado Northwestern Community College	Colorado
Colorado School of Mines	Colorado
Colorado State University	Colorado
Colorado System Office, University of	Colorado
Colorado Technical College	Colorado
Colorado Women's College	Colorado
Columbia Basin Community College	Washington

Columbia Bible College	South Carolina	Connors State College	Oklahoma
Columbia Christian College	Oregon	Conservative Baptist Theological	
Columbia College	California	Seminary	Colorado
Columbia College	California	Conservatory of Music of	
Columbia College	Illinois	Puerto Rico	Puerto Rico
Columbia College	Missouri	Contra Costa College	California
Columbia College	South Carolina	Contra Costa Community College	
Columbia-Greene Community		System Office	California
College	New York	Converse College	South Carolina
Columbia Junior College	South Carolina	Cooke County College	Texas
Columbia State Community		Cooley, Thomas M.,	
College	Tennessee	Law School	Michigan
Columbia Theological Seminary	Georgia	Cooper Institute	Tennessee
Columbia Union College	Maryland	Cooper Union	New York
Columbia University		Copiah-Lincoln Junior	
Central Office	New York	College	Mississippi
Columbia University		Coppin State College	Maryland
Main Division	New York	Corcoran School of Art	District of
Columbia University			Columbia
Teachers College	New York	Cornell College	Iowa
Columbus College	Georgia	Cornell University Central Office	New York
Columbus College of Art and		Cornell University	
Design	Ohio	Endowed Colleges	New York
Columbus Technical Institute	Ohio	Cornell University	
Combs College of Music	Pennsylvania	Medical Center	New York
Community College of-,		Cornell Universitty	
See Most Important Term		Statutory Colleges	New York
Compton Community College	California	Corning Community College	New York
Conception Seminary College	Missouri	Cornish Institute	Washington
Concord College	West Virginia	Corpus Christi State University	Texas
Concordia College	Alabama	Cortland, College at	See State Univ
Concordia College	Illinois		New York
Concordia College	Michigan	Consumnes River College	California
Concordia College	New York	Cottey College	Missouri
Concordia College	Oregon	County College of Morris	New Jersey
Concordia College	Wisconsin	Covenant College	Georgia
Concordia College at Moorhead	Minnesota	Covenant Theological Seminary	Missouri
Concordia College-Saint Paul	Minnesota	Cowley County Community	
Concordia Lutheran College	Texas	College	Kansas
Concordia Seminary	Missouri	Crafton Hills College	California
Concordia Teachers College	Nebraska	Cranbrook Academy of Art	Michigan
Concordia Theological Seminary	Indiana	Crandall College	Georgia
Condie College of Business		Craven Community College	North Carolina
and Technology	California	Creighton University	Nebraska
Connecticut Central Office,		Crosier Seminary	Minnesota
University of	Connecticut	Crowder College	Missouri
Connecticut College	Connecticut	Crowley's Ridge College	Arkansas
Connecticut Health Center,		Cuesta College	California
University of	Connecticut	Culinary Institute of America	New York
Connecticut, University of	Connecticut	Culver-Stockton College	Missouri

Cumberland College	Kentucky	Deep Springs College	California
Cumberland College of Tennessee	Tennessee	Defiance College	Ohio
Cumberland County College	New Jersey	Dekalb Community College	Georgia
Curry College	Massachusetts	Del Mar College	Texas
Curtis Institute of Music	Pennsylvania	Delaware County Community College	Pennsylvania
Cuyahoga Community College District	Ohio	Delaware County, Community College of	Pennsylvania
Cuyamaca College	California	Delaware Law School of	
Cypress College	California	Widener University	Pennsylvania
D-Q University	California	Delaware State College	Delaware
Dabney S. Lancaster Community College	Virginia	Delaware Technical and Community College Central Office	Delaware
Daemen College	New York		
Dakota State College	South Dakota	Delaware Technical and Community College Southern Campus	Delaware
Dakota Wesleyan University	South Dakota		
Daley, Richard J., College, Illinois	See City Colleges Chicago		
Dallas Baptist College	Texas	Delaware Technical and Community College Stanton Campus	Delaware
Dallas Bible College	Texas		
Dallas Christian College	Texas		
Dallas County Community College District System Office	Texas	Delaware Technical and Community College Stanton-Wilmington Campus	Delaware
Dallas Theological Seminary	Texas		
Dallas, University of	Texas	Delaware Technical and Community College Terry Campus	Delaware
Dalton Junior College	Georgia		
Dana College	Nebraska		
Daniel Webster College	New Hampshire	Delaware Technical and Community College Wilmington Campus	Delaware
Danville Area Community College	Illinois		
Danville Community College	Virginia		
Darlington, Florence, Technical College	South Carolina	Delaware Valley College of Science and Agriculture	Pennsylvania
Dartmouth College	New Hampshire	Delaware, University of	Delaware
Davenport College of Business	Michigan	Delgado Community College	Louisiana
David Lipscomb College	Tennessee	Delta College	Michigan
Davidson College	North Carolina	Delta State University	Mississippi
Davidson County Community College	North Carolina	Denison University	Ohio
		Denmark Technical College	South Carolina
Davis and Elkins College	West Virginia	Denver Auraria Campus, Community College of	Colorado
Davis, Jefferson, State Junior College	Alabama		
		Denver Central Office, Community College of	Colorado
Davis Junior College	Ohio		
Dawson Community College	Montana	Denver North Campus, Community College of	Colorado
Dayton, University of	Ohio		
Daytona Beach Community College	Florida	Denver Red Rocks Campus, Community College of	Colorado
De Anza College	California	Denver, University of	Colorado
De Lourdes College	Illinois	Des Moines Area Community College	Iowa
De Paul University	Illinois		
De Pauw University	Indiana	Desert, College of the	California
De Sales Hall School of Theology	Maryland	Detroit Bible College	Michigan
Dean Institute of Technology	Pennsylvania	Detroit College of Business Administration	Michigan
Dean Junior College	Massachusetts		

Detroit College of Law	Michigan	Du Page, College of	Illinois
Detroit Institute of Technology	Michigan	Dubuque, University of	Iowa
Detroit, University of	Michigan	Duke University	North Carolina
Devry Institute of Technology	Arizona	Dull Knife Memorial College	Montana
Devry Institute of Technology	Georgia	Dundalk Community College	Maryland
Devry Institute of Technology	Illinois	Duquesne University	Pennsylvania
Devry Institute of Technology	Texas	Durham Technical Institute	North Carolina
Diablo Valley College	California	Dutchess Community College	New York
Dickinson College	Pennsylvania	Dyersburg State Community	
Dickinson School of Law	Pennsylvania	College	Tennessee
Dickinson State College	North Dakota	Dyke College	Ohio
Dillard University	Louisiana	D'Youville College	New York
District of Columbia, University	District of	Earlham College	Indiana
of the	Columbia	East Arkansas Community College	Arkansas
District One Technical Institute	Wisconsin	East Carolina University	North Carolina
Divine Word College	Iowa	East Central College	Missouri
Dixie College	Utah	East Central Junior College	Mississippi
Doane College	Nebraska	East Central Missouri District	
Dodge City Community College	Kansas	Junior College	Missouri
Dominican College of Blauvelt	New York	East Central Oklahoma State	
Dominican College of San Rafael	California	University	Oklahoma
Dominican House of Studies	District of	East Los Angeles College	California
	Columbia	East Mississippi Junior College	Mississippi
Dominican School of Philosophy		East Stroudsburg State College	Pennsylvania
and Theology	California	East Tennessee State University	Tennessee
Don Bosco College	New Jersey	East Texas Baptist College	Texas
Don Bosco Technical Institute	California	East Texas State University	Texas
Donnelly College	Kansas	East Texas State University	
Dordt College	Iowa	at Texarkana	Texas
Dowling College	New York	East-West University	Illinois
Downstate Medical Center	See State Univ	Eastern Arizona College	Arizona
	New York	Eastern Baptist Theological	
Downtown College, Texas	See University of	Seminary	Pennsylvania
	Houston	Eastern Christian College	Maryland
Dr. Martin Luther College	Minnesota	Eastern College	Pennsylvania
Dr. William M. Scholl College		Eastern Connecticut State College	Connecticut
of Podiatric Medicine	Illinois	Eastern Illinois University	Illinois
Drake University	Iowa	Eastern Iowa Community College	
Draughon's College	Kentucky	District Central Office	Iowa
Draughon's Junior College	Tennessee	Eastern Kentucky University	Kentucky
Draughon's Junior College of		Eastern Maine Vocational and	
Business	Georgia	Technical Institute	Maine
Draughon's Junior College of		Eastern Mennonite College and	
Business-Knoxville	Tennessee	Seminary	Virginia
Draughon's Junior College of		Eastern Michigan University	Michigan
Business-Nashville	Tennessee	Eastern Montana College	Montana
Drew University	New Jersey	Eastern Nazarene College	Massachusetts
Drexel University	Pennsylvania	Eastern New Mexico University	
Dropsie University, the	Pennsylvania	Central Office	New Mexico
Drury College	Missouri	Eastern New Mexico University	
		Main Campus	New Mexico

Eastern New Mexico University-Roswell	New Mexico
Eastern Oklahoma State College	Oklahoma
Eastern Oregon State College	Oregon
Eastern Shore Community College	Virginia
Eastern Utah, College of	Utah
Eastern Virginia Medical School of the Eastern Virginia Medical Authority	Virginia
Eastern Washington University	Washington
Eastern Wyoming College	Wyoming
Eastfield College	Texas
Eckerd College	Florida
Eden Theological Seminary	Missouri
Edgecombe Technical College	North Carolina
Edgewood College	Wisconsin
Edinboro State College	Pennsylvania
Edison Community College	Florida
Edison State Community College	Ohio
Edison, Thomas A., College	New Jersey
Edmonds Community College	Washington
Edmondson Junior College	Tennessee
Edward Waters College	Florida
Edward Williams College, New Jersey	See Farleigh Dickinson
El Camino College	California
Ed Centro College	Texas
El Paso County Community College	Texas
El Reno Junior College	Oklahoma
Elchanan Rabbi Isaac, Seminary	New York
Electronic Data Processing College of Puerto Rico	Puerto Rico
Electronic Institutes	Pennsylvania
Electronic Institutes	Pennsylvania
Electronic Technology Institute	Ohio
Elgin Community College	Illinois
Elizabeth City State University	North Carolina
Elizabeth Seton College	New York
Elizabethtown College	Pennsylvania
Elizabethtown Community College	Kentucky
Ellsworth Community College	Iowa
Elmhurst College	Illinois
Elmira College	New York
Elon College	North Carolina
Emanuel County Junior College	Georgia
Embry-Riddle Aeronautical University	Florida
Emerson College	Massachusetts

Emmanuel College	Georgia
Emmanuel College	Massachusetts
Emmanuel College School of Christian Ministries	Georgia
Emmanuel School of Religion	Tenneseeee
Emory and Henry College	Virginia
Emory University	Georgia
Empire State College	See State Univ New York
Emporia State University	Kansas
Endicott College	Massachusetts
Enterprise State Junior College	Alabama
Environmental Science and Forestry, College of	See State Univ New York
Episcopal Divinity School	Massachusetts
Episcopal Theological Seminary of the Southwest	Texas
Erie Community College City Campus	New York
Erie Community College South Campus	New York
Erskine College and Seminary	South Carolina
Essex Agricultural and Technical Institute	Massachusetts
Essex Community College	Maryland
Essex County College	New Jersey
Eugene Bible College	Oregon
Eureka College	Illinois
Evangel College	Missouri
Evangelical School of Theology	Pennsylvania
Evansville, University of	Indiana
Everett Community College	Washington
Evergreen State College	Washington
Evergreen Valley College	California
Evers, Medgar, College	See City Univ of New York
Fairfield University	Connecticut
Fairleigh Dickinson University Central Office	New Jersey
Fairleigh Dickinson University Edward Williams College	New Jersey
Fairleigh Dickinson University Florham-Madison College	New Jersey
Fairleigh Dickinson University Madison Campus	New Jersey
Fairleigh Dickinson University Rutherford Campus	New Jersey
Fairleigh Dickinson University Teaneck Campus	New Jersey
Fairmont State College	West Virginia

Faith Baptist Bible College	Iowa
Faith Theological Seminary	Pennsylvania
Fashion Institute of Design and Merchandising	California
Fashion Institute of Technology	New York
Faulkner State Junior College	Alabama
Fayetteville State University	North Carolina
Fayetteville Technical Institute	North Carolina
Feather River College	California
Felician College	Illinois
Felician College	New Jersey
Fergus Falls Community College	Minnesota
Ferris State College	Michigan
Ferrum College	Virginia
Fielding Institute	California
Findlay College	Ohio
Finger Lakes, Community College of the	New York
Fisher Junior College	Massachusetts
Fisk University	Tennessee
Fitchburg State College	Massachusetts
Five Towns College	New York
Flagler College	Florida
Flaming Rainbow University	Oklahoma
Flathead Valley Community College	Montana
Florence Darlington Technical College	South Carolina
Florida Agricultural and Mechanical University	Florida
Florida Atlantic University	Florida
Florida College	Florida
Florida Institute of Technology	Florida
Florida International University	Florida
Florida Junior College at Jacksonville	Florida
Florida Keys Community College	Florida
Florida Memorial College	Florida
Florida Southern College	Florida
Florida State University	Florida
Florida, University of	Florida
Floyd Junior College	Georgia
Fontbonne College	Missouri
Foothill College	California
Foothill-De Anza Community College District System Office	California
Ford, Henry, Community College	Michigan
Fordham University	New York
Forest Institute of Professional Psychology	Illinois

Forsyth School of Dental Hygienists	Massachusetts
Forsyth Technical Institute	North Carolina
Fort Hays State University	Kansas
Fort Lauderdale College	Florida
Fort Lewis College	Colorado
Fort Scott Community College	Kansas
Fort Steilacoom Community College	Washington
Fort Valley State College	Georgia
Fort Wayne Bible College	Indiana
Fort Wright College of the Holy Names	Washington
Fox, George, College	Oregon
Fox Valley Technical Institute	Wisconsin
Framingham State College	Massachusetts
Francis Marion College	South Carolina
Franciscan School of Theology	California
Frank Phillips College	Texas
Franklin, Benjamin, University	District of Columbia
Franklin College of Indiana	Indiana
Franklin Institute of Boston	Massachusetts
Franklin and Marshall College	Pennsylvania
Franklin Pierce College	New Hampshire
Franklin Pierce Law Center	New Hampshire
Franklin University	Ohio
Frederick Community College	Maryland
Fredonia, College at	See State Univ New York
Free Will Baptist Bible College	Tennessee
Freed-Hardeman College	Tennessee
Freeman Junior College	South Dakota
Fresno City College	California
Fresno Pacific College	California
Friends Bible College	Kansas
Friends University	Kansas
Friends World College	New York
Friendship College	South Carolina
Frontier Community College	See Ill Estn Cmty College
Frostburg State College	Maryland
Fuller Theological Seminary	California
Fullerton College	California
Fulton-Montgomery Community College	New York
Fundacion Educativa Ana G Mendez System Office	Puerto Rico
Furman University	South Carolina
Gadsden State Junior College	Alabama
Gainesville Junior College	Georgia

Gallaudet College	District of Columbia	Georgia, University of	Georgia
Galveston College	Texas	Georgian Court College	New Jersey
Ganado, College of	Arizona	Germanna Community College	Virginia
Gannon University	Pennsylvania	Gettysburg College	Pennsylvania
Garden City Community College	Kansas	Gibbs, Katharine, School	Massachusetts
Gardner-Webb College	North Carolina	Gibbs, Katharine, School	New Jersey
Garland County Community College	Arkansas	Gibbs, Katharine, School	New York
		Glassboro State College	New Jersey
Garrett Community College	Maryland	Glen Oaks Community College	Michigan
Garrett-Evangelical Theological Seminary	Illinois	Glendale Community College	Arizona
		Glendale Community College	California
Gaston College	North Carolina	Glenville State College	West Virginia
Gateway Technical Institute	Wisconsin	Gloucester County College	New Jersey
Gateway Technical Institute Central Office	Wisconsin	Goddard College	Vermont
		Gogebic Community College	Michigan
Gateway Technical Institute at Kenosha	Wisconsin	Golden Gate Baptist Theological Seminary	California
Gateway Technical Institute at Racine	Wisconsin	Golden Gate University	California
		Golden Valley Lutheran College	Minnesota
Gavilan College	California	Golden West College	California
Gem City College	Illinois	Goldey Beacom College	Delaware
General Motors Institute	Michigan	Gonzaga University	Washington
General Theological Seminary	New York	Gordon College	Massachusetts
Genesee Community College	New York	Gordon-Conwell Theological Seminary	Massachusetts
Geneseo, College at	See State Univ New York		
		Gordon Junior College	Georgia
Geneva College	Pennsylvania	Goshen Biblical Seminary	Indiana
George C. Wallace State Community College at Dothan	Alabama	Goshen College	Indiana
		Goucher College	Maryland
George Corley Wallace State Community College at Selma	Alabama	Governors State University	Illinois
		Grace Bible College	Michigan
George Fox College	Oregon	Grace College	Indiana
George Mason University	Virginia	Grace College of the Bible	Nebraska
George Washington University	District of Columbia	Grace Theological Seminary	Indiana
		Graceland College	Iowa
George Williams College	Illinois	Graduate Theological Union	California
Georgetown College	Kentucky	Grambling State University	Louisiana
Georgetown University	District of Columbia	Grand Canyon College	Arizona
		Grand Rapids Baptist College and Seminary	Michigan
Georgia College	Georgia	
Georgia Institute of Technology Central Office	Georgia	Grand Rapids Junior College	Michigan
		Grand Valley State Colleges	Michigan
Georgia Institute of Technology Main Campus	Georgia	Grand View College	Iowa
		Grantham College of Engineering	California
Georgia Institute of Technology-Southern Technical Institute	Georgia	Gratz College	Pennsylvania
Georgia Military College	Georgia	Grays Harbor College	Washington
Georgia Southern College	Georgia	Grayson County Junior College	Texas
Georgia Southwestern College	Georgia	Great Falls, College of	Montana
Georgia State University	Georgia	Great Lakes Bible College	Michigan

Greater Hartford Community College	Connecticut	Harriman College	New York
Greater New Haven State Technical College	Connecticut	Harrington Institute of Interior Deisgn	Illinois
Green Mountain College	Vermont	Harris-Stowe State College	Missouri
Green River Community College	Washington	Harris, Young, College	Georgia
Greenfield Community College	Massachusetts	Harrisburg Area Community College	Pennsylvania
Greensboro College	North Carolina	Hartford College for Women	Connecticut
Greenville College	Illinois	Hartford Graduate Center	Connecticut
Greenville Technical College	South Carolina	Hartford Seminary	Connecticut
Griffin College	Washington	Hartford Seminary Foundation	Connecticut
Grinnell College	Iowa	Hartford State Technical College	Connecticut
Grossmont College	California	Hartford, University of	Connecticut
Grove City College	Pennsylvania	Hartnell College	California
Gruss Girls Seminary	New York	Hartwick College	New York
Guam, Community College of	Guam	Harvard University	Massachusetts
Guam, University of	Guam	Harvey Mudd College	California
Guilford College	North Carolina	Haskell Indian Junior College	Kansas
Guilford Technical Institute	North Carolina	Hastings College	Nebraska
Gulf Coast Bible College	Texas	Hastings College of Law	See University California
Gulf Coast Community College	Florida		
Gupton, John A., College	Tennessee	Haverford College	Pennsylvania
Gustavus Adolphus College	Minnesota	Hawaii at Hilo, University of	Hawaii
Gwynedd-Mercy College	Pennsylvania	Hawaii Honolulu Community College, University of	Hawaii
Hadar Hatorah Rabbinical Seminary	New York	Hawaii Kapiolani Community College, University of	Hawaii
Hagerstown Junior College	Maryland	Hawaii Kauai Community College, University of	Hawaii
Hahnemann Medical College and Hospital	Pennsylvania	Hawaii Leeward Community College, University of	Hawaii
Halifax Community College	North Carolina		
Hamilton College	New York	Hawaii Loa College	Hawaii
Hamilton College	North Carolina	Hawaii at Manoa, Univesity of	Hawaii
Hamilton Technical College	Iowa	Hawaii Maui Community College, University of	Hawaii
Hamline University	Minnesota		
Hampden-Sydney College	Virginia	Hawaii Pacific College	Hawaii
Hampshire College	Massachusetts	Hawaii System Office, University of	Hawaii
Hampton Institute	Virginia		
Hancock, Allan, College	California	Hawaii West Oahu College, University of	Hawaii
Hannibal-La Grange College	Missouri		
Hanover College	Indiana	Hawaii Windward Community College, University of	Hawaii
Harcum Junior College	Pennsylvania		
Hardbarger Junior College of Business	North Carolina	Hawkeye Institute of Technology	Iowa
		Hawthorne, Nathaniel, College	New Hampshire
Hardin-Simmons University	Texas	Haywood Technical College	North Carolina
Harding Graduate School of Religion, Tennessee	Arkansas	Haywood Technical Institute	North Carolina
		Hazard Community College	Kentucky
Harding University Central Office	Arkansas	Heald Engineering College	California
Harding University Main Campus	Arkansas	Heald Institute of Technology	California
Harford Community College	Maryland	Health Science Center Buffalo	See State Univ New York
Harper, William Rainey, College	Illinois		

Health Science Center Dallas	See University of Texas	Hillsborough Community College	Florida
Health Science Center Houston	See University of Texas	Hillsdale College	Michigan
		Hillsdale Free Will Baptist College	Oklahoma
Health Science Center San Antonio	See University of Texas	Hinds Junior College	Mississippi
		Hiram College	Ohio
Health Science Center Stony Brook	See State Univ New York	Hiwassee College	Tennessee
		Hobart-William Smith Colleges	New York
Health Sciences College of Osteopathic Medicine, University of	Missouri	Hocking Technical College	Ohio
		Hofstra University	New York
		Hollins College	Virginia
Health Sciences-Chicago Medical School, University of	Illinois	Holmes Junior College	Mississippi
		Holmes, Mary, College	Mississippi
Hebrew College	Massachusetts	Holy Apostles College	Connecticut
Hebrew Theological College	Illinois	Holy Cross, College of the	Massachusetts
Hebrew Union College California Branch	Ohio	Holy Cross Junior College	Indiana
		Holy Family College	California
Hebrew Union College Central Office	Ohio	Holy Family College	Pennsylvania
		Holy Names College	California
Hebrew Union College Main Campus	Ohio	Holy Redeemer College	Wisconsin
		Holy Trinity Orthodox Seminary	New York
Hebrew Union College New York Branch	Ohio	Holyoke Community College	Massachusetts
		Honolulu Community College	See U Hawaii
Heidelberg College	Ohio	Hood College	Maryland
Hellenic College-Holy Cross Greek Orthodox School of Theology	Massachusetts	Hope College	Michigan
		Hopkins, Johns, University	Maryland
		Hopkinsville Community College	Kentucky
Henderson Community College	Kentucky	Horeb Seminary	Florida
Henderson County Junior College	Texas	Horry-Georgetown Technical College	South Carolina
Henderson State University	Arkansas	Hostos Community College	See City Univ of New York
Hendrix College	Arkansas		
Henry Ford Community College	Michigan	Houghton College	New York
Henry, Patrick, Community College	Virginia	Housatonic Regional Community College	Connecticut
Henry, Patrick, State Junior College	Alabama	Houston Baptist University	Texas
Herkimer County Community College	New York	Houston Central Campus, University of	Texas
Hershey Medical Center	See Pa State University	Houston Central Office, University of	Texas
		Houston at Clear Lake City, University of	Texas
Hesser College	New Hampshire		
Hesston College	Kansas	Houston Community College	Texas
Hibbing Community College	Minnesota	Houston Downtown College, University of	Texas
High Point College	North Carolina		
Highland Community College	Illinois	Houston, Sam, State University	Texas
Highland Community College	Kansas	Houston System Administration Central Office, University of	Texas
Highland Park Community College	Michigan		
Highline Community College	Washington	Houston Victoria Campus, University of	Texas
Hilbert College	New York		
Hill Junior College	Texas	Howard College at Big Spring	Texas

Howard Community College	Maryland	Illinois State University	Illinois
Howard County Junior College		Illinois Technical College	Illinois
District	Texas	Illinois Urbana Campus,	
Howard Payne University	Texas	University of	Illinois
Howard University	District of	Illinois Valley Community College	Illinois
	Columbia	Illinois Wesleyan University	Illinois
Hudson County Community		Immaculata College	Pennsylvania
College Commission	New Jersey	Immaculate Conception Seminary	New Jersey
Hudson Valley Community		Imperial Valley College	California
College	New York	Incarnate Word College	Texas
Humacao University College	See Univ of	Independence Community College	Kansas
	Puerto Rico	Indian Hills Community College	Iowa
Humanistic Psychology Institute	California	Indian River Community College	Florida
Humboldt State University	California	Indian Valley Colleges	California
Humphreys College	California	Indiana Central University	Indiana
Hunter College	See City Univ of	Indiana Institute of Technology	Indiana
	New York	Indiana State University Central	
Huntingdon College	Alabama	Office	Indiana
Huntington College	Indiana	Indiana State University Evansville	
Huron College	South Dakota	Campus	Indiana
Husson College	Maine	Indiana State University	
Huston-Tillotson College	Texas	Main Campus	Indiana
Hutchinson Community College	Kansas	Indiana University Bloomington	Indiana
Idaho, College of	Idaho	Indiana University Central Office	Indiana
Idaho State University	Idaho	Indiana University East	Indiana
Idaho, University of	Idaho	Indiana University at Kokomo	Indiana
Iliff School of Theology	Colorado	Indiana University Northwest	Indiana
Illinois Benedictine College	Illinois	Indiana University of Pennsylvania	Pennsylvania
Illinois Central College	Illinois	Indiana University-Purdue	
Illinois Central Office,		University at Fort Wayne	Indiana
University of	Illinois	Indiana University-Purdue	
Illinois Chicago Circle Campus,		University at Indianapolis	Indiana
University of	Illinois	Indiana University at South Bend	Indiana
Illinois College	Illinois	Indiana University Southeast	Indiana
Illinois College of Optometry	Illinois	Indiana Vocational Technical	
Illinois College of Podiatric		College-Central Indiana	Indiana
Medicine	Illinois	Indiana Vocational Technical	
Illinois Eastern Community College		College Central Office	Indiana
Frontier Community College	Illinois	Indiana Vocational Technical	
Illinois Eastern Community College		College-Columbus	Indiana
Lincoln Trail College	Illinois	Indiana Vocational Technical	
Illinois Eastern Community College		College-Eastcentral	Indiana
Olney Central College	Illinois	Indiana Vocational Technical	
Illinois Eastern Community College		College-Kokomo	Indiana
System Office	Illinois	Indiana Vocational Technical	
Illinois Eastern Community College		College-Lafayette	Indiana
Wabash Valley College	Illinois	Indiana Vocational Technical	
Illinois Institute of Technology	Illinois	College-Northcentral	Indiana
Illinois Medical Center at Chicago,		Indiana Vocational Technical	
University of	Illinois	College-Northeast	Indiana

Indiana Vocational Technical College-Northwest	Indiana
Indiana Vocational Technical College-Southcentral	Indiana
Indiana Vocational Technical College-Southeast	Indiana
Indiana Vocational Technical College-Southwest	Indiana
Indiana Vocational Technical College-Wabash Valley	Indiana
Indiana Vocational Technical College-Whitewater	Indiana
Institute for Advanced Studies in the Humanities	New York
Institute of American Indian Arts	New Mexico
Institute of Design and Construction	New York
Institute of Electronic Technology	Kentucky
Institute of Paper Chemistry	Wisconsin
Instituto Comercial De Puerto Rico Junior College	Puerto Rico
Instituto Tecnico Comercial Junior College	Puerto Rico
Insurance, College of	New York
Inter American University of Puerto Rico Aguadilla Branch	Puerto Rico
Inter American University of Querto Rico Arecibo Branch	Puerto Rico
Inter American University of Puerto Rico Barranquitas Branch	Puerto Rico
Inter American University of Puerto Rico Central Office	Puerto Rico
Inter American University of Puerto Rico Fajardo Branch	Puerto Rico
Inter American University of Puerto Rico Guayama Branch	Puerto Rico
Inter American University of Puerto Rico Metropolitan Campus	Puerto Rico
Inter American University of Puerto Rico Ponce Branch	Puerto Rico
Inter American University of Puerto Rico San German Campus	Puerto Rico
Interboro Institute	New York
Interdenominational Theological Center	Georgia
Intermountain Bible College	Colorado
International Bible College	Alabama
International Business College	Indiana
International College	California
International Fine Arts College	Florida
International Graduate School	Missouri
International Institute of the Americas of World University	Puerto Rico
Inver Hills Community College	Minnesota
Iona College	New York
Iowa Central Community College	Iowa
Iowa Lakes Community College	Iowa
Iowa State University of Science and Technology	Iowa
Iowa, University of	Iowa
Iowa Wesleyan College	Iowa
Iowa Western Community College	Iowa
Isothermal Community College	North Carolina
Itasca Community College	Minnesota
Itawamba Junior College	Mississippi
Ithaca Collége	New York
ITT Educational Services	Indiana
ITT Technical-Business Institute	Indiana
ITT Technical Institute	Indiana
ITT Technical Institute	Ohio
J. Sargeant Reynolds Community College	Virginia
Jackson Community College	Michigan
Jackson, Sheldon, College	Alaska
Jackson State Community College	Tennessee
Jackson State University	Mississippi
Jacksonville College	Texas
Jacksonville State University	Alabama
Jacksonville University	Florida
James Madison University	Virginia
James Sprunt Technical College	North Carolina
Jamestown Business College	New York
Jamestown College	North Dakota
Jamestown Community College	New York
Jarvis Christian College	Texas
Jay, John, College of Criminal Justice	See City Univ of New York
Jefferson College	Missouri
Jefferson College	North Carolina
Jefferson Community College	New York
Jefferson Community College	Kentucky
Jefferson Davis State Junior College	Alabama
Jefferson State Junior College	Alabama
Jefferson Technical College	Ohio
Jefferson, Thomas, University	Pennsylvania
Jersey City State College	New Jersey
Jesuit School of Theology	California

Jewell, William, College	Missouri	Kansas Main Campus, University of	Kansas
Jewish Theological Seminary of America	New York	Kansas Medical Center, University of	Kansas
John A. Gupton College	Tennessee	Kansas Newman College	Kansas
John A. Logan College	Illinois	Kansas State University of	
John Brown University	Arkansas	Agriculture and Applied	
John C. Calhoun State Community College	Alabama	Science	Kansas
John Carroll University	Ohio	Kansas Technical Institute	Kansas
John F. Kennedy University	California	Kansas Wesleyan	Kansas
John Jay College Criminal Justice	See City Univ of New York	Kapiolani Community College	See University Hawaii
John Marshall Law School	Illinois	Kaskaskia College	Illinois
John Tyler Community College	Virginia	Katharine Gibbs School	Massachusetts
John Wesley College	North Carolina	Katharine Gibbs School	New Jersey
John Wood Community College	Illinois	Katharine Gibbs School	New York
Johns Hopkins University	Maryland	Kauai Community College	See University
Johnson Bible College	Tennessee		Hawaii
Johnson C. Smith University	North Carolina	Kean College of New Jersey	New Jersey
Johnson County Community College	Kansas	Kearney State College	Nebraska
		Keene State College	See Univ System
Johnson O.S., School of Technology	Pennsylvania		of NH
Johnson State College	Vermont	Kehilath Yakov Rabbinical Seminary	New York
Johnson and Wales College	Rhode Island	Keller Graduate School of	
Johnston Technical College	North Carolina	Management	Illinois
Joliet Junior College	Illinois	Kellogg Community College	Michigan
Jones College Central Office	Florida	Kemper Military School and	
Jones College Jacksonville	Florida	College	Missouri
Jones College Orlando	Florida	Kenai Peninsula Community	See University of
Jones County Junior College	Mississippi	College	Alaska
Jordan College	Michigan	Kendall College	Illinois
Judaism, University of	California	Kendall School of Design	Michigan
Judson Baptist College	Oregon	Kennedy, John F., University	California
Judson College	Alabama	Kennedy-King College, Illinois	See City Colleges
Judson College	Illinois		Chicago
Juilliard School, The	New York	Kennesaw College	Georgia
Juniata College	Pennsylvania	Kenrick Seminary	Missouri
Junior College of-, See Most Important Term		Kent State University Ashtabula Regional Campus	Ohio
Kalamazoo College	Michigan	Kent State University Central Office	Ohio
Kalamazoo Valley Community College	Michigan	Kent State University East Liverpool Regional Campus	Ohio
Kankakee Community College	Illinois	Kent State University Main Campus	Ohio
Kansas Central Office, University of	Kansas	Kent State University Sales Regional Campus	Ohio
Kansas City Art Institute	Missouri	Kent State University Stark County Regional Campus	Ohio
Kansas City Kansas Community College	Kansas		

Kent State University Trumbull Regional Campus	Ohio	Labette Community College	Kansas
Kent State University Tuscarawas Regional Campus	Ohio	Laboratory Institute of Merchandising	New York
Kentucky System Office, University of	Kentucky	Laboure Junior College	Massachusetts
Kentucky Christian College	Kentucky	Lackawanna Junior College	Pennsylvania
Kentucky College of Technology	Kentucky	Lafayette College	Pennsylvania
Kentucky Junior College of Business	Kentucky	Lafayette College	North Carolina
Kentucky State University	Kentucky	Lake City Community College	Florida
Kentucky, University of	Kentucky	Lake County, College of	Illinois
Kentucky Wesleyan College	Kentucky	Lake Erie College	Ohio
Kenyon College	Ohio	Lake Forest College	Illinois
Ketchikan Community College	See University Alaska	Lake Forest School of Management	Illinois
Kettering College of Medical Arts	Ohio	Lake Land College	Illinois
Keuka College	New York	Lake Michigan College	Michigan
Keystone Junior College	Pennsylvania	Lake Region Community College	North Dakota
Kilgore College	Texas	Lake Region Junior College	North Dakota
King College	Tennessee	Lake-Sumter Community College	Florida
King, Starr, School for the Ministry	California	Lake Superior State College	Michigan
King's College	New York	Lake Tahoe Community College	California
King's College	Pennsylvania	Lakeland College	Wisconsin
King's College-Raleigh	North Carolina	Lakeland College of Business and Fashion	Florida
Kings River Community College	California	Lakeland Community College Ohio	Ohio
Kingsborough Community College	See City Univ of New York	Lakeshore Technical Institute	Wisconsin
Kirksville College of Osteopathic Medicine	Missouri	Lakewood Community College	Minnesota
Kirkwood Community College	Iowa	Lamar Community College	Colorado
Kirtland Community College	Michigan	Lamar University	Texas
Kishwaukee College	Illinois	Lambuth College	Tennessee
Knox College	Illinois	Lancaster Bible College	Pennsylvania
Knoxville Business College	Tennessee	Lancaster, Dabney S., Community College	Virginia
Knoxville College	Tennessee	Lancaster Theological Seminary	Pennsylvania
Kodiak Community College	See University of Alaska	Lander College	South Carolina
Kuskokwim Community College	See University of Alaska	Lane College	Tennessee
		Lane Community College	Oregon
Kutztown State College	Pennsylvania	Laney College	California
L.I.F.E. Bible College	California	Langston University	Oklahoma
La Grange College	Georgia	Lansing Community College	Michigan
La Guardia Community College	See City Univ of New York	Laramie County Community College	Wyoming
La Roche College	Pennsylvania	Laredo Junior College	Texas
La Salle College	Pennsylvania	Laredo State University	Texas
La Verne College	California	Lasell Junior College	Massachusetts
La Verne, University of	California	Lassen College	California
		Latter-Day Saints Business College	Utah
		Lawrence Institute of Technology	Michigan
		Lawrence, Sarah, College	New York
		Lawrence University	Wisconsin
		Lawson State Community College	Alabama

Le Moyne College	New York	Lockyear College	Indiana
Le Moyne-Owen College	Tennessee	Logan College of Chiropractic	Missouri
Le Tourneau College	Texas	Logan, John A., College	Illinois
Lebanon Valley College	Pennsylvania	Loma Linda University	California
Lee College	Tennessee	Lomax-Hannon Junior College	Alabama
Lee College	Texas	Lon Morris College	Texas
Lees Junior College	Kentucky	Long Beach City College	California
Lees-Mcrae College	North Carolina	Long Island College Hospital	
Leeward Community College	See University of	School of Nursing	New York
	Hawaii	Long Island Seminary of Jewish	
Lehigh County Community		Studies for Women	New York
College	Pennsylvania	Long Island University Brooklyn	
Lehigh University	Pennsylvania	Center	New York
Lehman College	See City U of NY	Long Island University C W Post	
Lenoir Community College	North Carolina	Center	New York
Lenoir-Rhyne College	North Carolina	Long Island University Central	
Lesley College	Massachusetts	Office	New York
Lewis and Clark College	Oregon	Long Island University	
Lewis and Clark Community		Southampton Center	New York
College	Illinois	Longview Community College	Missouri
Lewis-Clark State College	Idaho	Longwood College	Virginia
Lewis College of Business	Michigan	Loop College, Illinois	See City Colleges
Lewis University	Illinois		Chicago
Lexington Technical Institute	Kentucky	Lorain County Community	
Lexington Theological Seminary	Kentucky	College	Ohio
Liberty Baptist College	Virginia	Loras College	Iowa
Life Chiropractic College	Georgia	Lord Fairfax Community College	Virginia
Lima Technical College	Ohio	Loretto Heights College	Colorado
Limestone College	South Carolina	Los Angeles Baptist College	California
Lincoln Christian College	Illinois	Los Angeles City College	California
Lincoln College	Illinois	Los Angeles College of	
Lincoln Land Community College	Illinois	Chiropractic	California
Lincoln Memorial University	Tennessee	Los Angeles Community College	
Lincoln Technical Institute	Pennsylvania	District Office	California
Lincoln Trail College	See Ill Estn Cmty	Los Angeles Community College	
	College	System Office	California
Lincoln University	California	Los Angeles Harbor College	California
Lincoln University	Missouri	Los Angeles Metropolitan College	California
Lincoln University	Pennsylvania	Los Angeles Mission College	California
Lindenwood Colleges, The	Missouri	Los Angeles Pierce College	California
Lindsey Wilson College*	Kentucky	Los Angeles Southwest College	California
Linfield College	Oregon	Los Angeles Trade-Technical	
Linn-Benton Community College	Oregon	Center	California
Lipscomb, David, College	Tennessee	Los Angeles Valley College	California
Little, Arthur D. Management		Los Medanos College	California
Education Institute	Massachusetts	Los Rios Community College	
Livingston University	Alabama	District Office	California
Livingstone College	North Carolina	Los Rios Community College	
Lloyd, Alice, College	Kentucky	System Office	California
Lock Haven State College	Pennsylvania	Louisburg College	North Carolina

Louisiana College	Louisiana	Maccormac College	Illinois
Louisiana State University and Agricultural and Mechanical College Baton Rouge	Louisiana	Machzikei Hadath Rabbinical College	New York
Louisiana State University at Alexandria	Louisiana	Macmurray College	Illinois
		Macomb County Community College	Michigan
Louisiana State University at Eunice	Louisiana	Macomb County Community College-Center Campus	Michigan
Louisiana State University Medical Center	Louisiana	Macomb County Community College Central Office	Michigan
Louisiana State University in Shreveport	Louisiana	Macomb County Community College-South Campus	Michigan
Louisiana State University System Office	Louisiana	Macon Junior College	Georgia
		Madison Area Technical College	Wisconsin
Louisiana Technical University	Louisiana	Madison Business College	Wisconsin
Louisville Presbyterian Theological Seminary	Kentucky	Madison, James, University	Virginia
		Madisonville Community College	Kentucky
Louisville School of Art	Kentucky	Madonna College	Michigan
Louisville Technical Institute	Kentucky	Magnus, Albertus, College	Connecticut
Louisville, University of	Kentucky	Maharishi International University	Iowa
Lourdes College	Ohio		
Lowell, University of	Massachusetts	Maine at Augusta, University of	Maine
Lower Columbia College	Washington	Maine Central Office, University of	Maine
Loyola College	Maryland	Maine at Farmington, University of	Maine
Loyola Marymount University	California		
Loyola University of Chicago	Illinois	Maine at Fort Kent, University of	Maine
Loyola University in New Orleans	Louisiana		
Lubbock Christian College	Texas	Maine at Machias, University of	Maine
Lummi College of Fisheries	Washington	Maine Maritime Academy	Maine
Lurleen B. Wallace State Junior College	Alabama	Maine at Orono, University of	Maine
		Maine at Presque Isle, University of	Maine
Luther College	Iowa		
Luther, Dr. Martin College	Minnesota	Mainland, College of the	Texas
Luther Theological Seminary	Minnesota	Malcolm X College, Illinois	See City Colleges Chicago
Lutheran Bible Institute of Seattle	Washington		
Lutheran School of Theology at Chicago	Illinois	Mallinckrodt College	Illinois
		Malone College	Ohio
Lutheran Theological Seminary at Gettysburg	Pennsylvania	Manatee Junior College	Florida
		Manchester College	Indiana
Lutheran Theological Seminary at Philadelphia	Pennsylvania	Manchester Community College	Connecticut
		Manhattan Christian College	Kansas
Lutheran Theological Southern Seminary	South Carolina	Manhattan College	New York
		Manhattan School of Music	New York
Luzerne County Community College	Pennsylvania	Manhattanville College	New York
		Manhattan Community College	See City Univ of New York
Lycoming College	Pennsylvania		
Lynchburg College	Virginia	Mankato State University	Minnesota
Lyndon State College	Vermont	Mannes College of Music	New York
Lyons Technical Institute	Pennsylvania	Manor Junior College	Pennsylvania
Macalester College	Minnesota	Mansfield State College	Pennsylvania

Maple Woods Community College	Missouri
Maria College of Albany	New York
Maria Regina College	New York
Marian College	Indiana
Marian College of Fond Du Lac	Wisconsin
Maricopa County Community College System Office	Arizona
Maricopa Technical Community College	Arizona
Marietta College	Ohio
Marin, College of	California
Marian Court Junior College of Business	Massachusetts
Marion College	Indiana
Marion, Francis, College	South Carolina
Marion Military Institute	Alabama
Marion Technical College	Ohio
Marist College	New York
Maritime College	See State Univ New York
Marlboro College	Vermont
Marquette University	Wisconsin
Mars Hill College	North Carolina
Marshall University	West Virginia
Marshall, John, Law School	Illinois
Marshalltown Community College	Iowa
Martin Center College	Indiana
Martin College	Tennessee
Martin Community College	North Carolina
Mary Baldwin College	Virginia
Mary College	North Dakota
Mary Hardin-Baylor, University of	Texas
Mary Holmes College	Mississippi
Mary Immaculate Seminary	Pennsylvania
Mary Washington College	Virginia
Marycrest College	Iowa
Marygrove College	Michigan
Maryknoll School of Theology	New York
Maryland Baltimore County Campus, University of	Maryland
Maryland Baltimore Professional Schools, University of	Maryland
Maryland College of Art and Design	Maryland
Maryland College Park Campus, University of	Maryland
Maryland-Eastern Shore, University of	Maryland
Maryland Institute College of Art	Maryland

Maryland Medical Secretarial School	Maryland
Maryland System Office, University of	Maryland
Maryland University College, University of	Maryland
Marylhurst College for Lifelong Learning	Oregon
Marymount College	New York
Marymount College of Kansas	Kansas
Marymount College of Virginia	Virginia
Marymount Manhattan College	New York
Marymount Palos Verdes College	California
Maryville College	Tennessee
Maryville College-Saint Louis	Missouri
Marywood College	Pennsylvania
Mason, George, University	Virginia
Massachusetts Amherst Campus, University of	Massachusetts
Massachusetts Bay Community College	Massachusetts
Massachusetts Board of Regents Community College System Office	Massachusetts
Massachusetts Board of Regents Public Higher Education System Office	Massachusetts
Massachusetts Boston Campus, University of	Massachusetts
Massachusetts Central Office, University of	Massachusetts
Massachusetts College of Art	Massachusetts
Massachusetts College of Pharmacy and Allied Health Sciences	Massachusetts
Massachusetts Institute of Technology	Massachusetts
Massachusetts Maritime Academy	Massachusetts
Massachusetts Medical School at Worcester, University of	Massachusetts
Massachusetts School of Professional Psychology	Massachusetts
Massachusetts State College System Office	Massachusetts
Massasoit Community College	Massachusetts
Matanuska-Susitna Community College	See University of Alaska
Mater Dei College	New York
Mattatuck Community College	Connecticut
Maui Community College	See University Hawaii

Mayland Technical College	North Carolina	Mercer University in Atlanta	Georgia
Mayo Graduate School of Medicine	See University Minnesota	Mercer University Central Office	Georgia
Mayo Medical School	Minnesota	Mercer University Main Campus	Georgia
Maysville Community College	Kentucky	Mercer University Southern School of Pharmacy	Georgia
Mayville State College	North Dakota	Mercy College	New York
McConnell, Truett College	Georgia	Mercy College of Detroit	Michigan
McCook Community College	Nebraska	Mercyhurst College	Pennsylvania
McCormick Theological Seminary	Illinois	Meredith College	North Carolina
McCarrie Schools	Pennsylvania	Meridian Junior College	Mississippi
McCarrie School of Health Sciences and Technology	Pennsylvania	Merrimack College	Massachusetts
McDowell Technical Institute	North Carolina	Merrimack Valley College	New Hampshire
McHenry County College	Illinois	Merritt College	California
McIntosh College	New Hampshire	Mesa College	Colorado
McKendree College	Illinois	Mesa College, California	See Sn Diego Cmty College
McKenzie College	Tennessee	Mesa Community College	Arizona
McLennan Community College	Texas	Mesabi Community College	Minnesota
McMurry College	Texas	Mesivta Eastern Parkway Rabbinical Seminary	New York
McNeese State University	Louisiana	Mesivta Torah Vodaath Seminary	New York
McPherson College	Kansas	Mesivtha Tifereth Jerusalem of America	New York
Meadows College of Business	Georgia	Messiah College	Pennsylvania
Meadville-Lombard Theological School	Illinois	Methodist College	North Carolina
Medaille College	New York	Methodist Theological School of Ohio	Ohio
Medgar Evers College	See City Univ of New York	Metropolitan Community Colleges Administrative Center System Office	Missouri
Medical College of Georgia	Georgia	Metropolitan State College	Colorado
Medical College of Ohio at Toledo	Ohio	Metropolitan State University	Minnesota
Medical College of Pennsylvania, the	Pennsylvania	Metropolitan Technical Community College	Nebraska
Medical College of Wisconsin	Wisconsin	Miami Christian College	Florida
Medical Institute of Minnesota	Minnesota	Miami-Dade Community College	Florida
Medical University of South Carolina	South Carolina	Miami-Jacobs Junior College of Business	Ohio
Medicine and Dentistry of New Jersey at Newark, College of	New Jersey	Miami, University of	Florida
Meharry Medical College	Tennessee	Miami University Central Office	Ohio
Melodyland School of Theology	California	Miami University Hamilton Campus	Ohio
Memphis Academy of the Arts	Tennessee	Miami University Middletown Campus	Ohio
Memphis State University	Tennessee	Miami University Oxford Campus	Ohio
Memphis Theological Seminary	Tennessee	Michael J. Owens Technical College	Ohio
Mendocino College	California	Michigan-Ann Arbor, University of	Michigan
Menlo College	California	Michigan Central Office, University of	Michigan
Mennonite Biblical Seminary	Indiana		
Mennonite Brethren Biblical Seminary	California		
Merced College	California		
Mercer County Community College	New Jersey		

Michigan Christian College	Michigan	Minnesota Bible College	Minnesota
Michigan-Dearborn, University of	Michigan	Minnesota Central Office,	
Michigan-Flint, University of	Michigan	University of	Minnesota
Michigan State University	Michigan	Minnesota Community Colleges	
Michigan Technological University	Michigan	System Office	Minnesota
Micronesia, Community College of	Eastern Caroline Is	Minnesota at Duluth, University of	Minnesota
Mid-America Baptist Theological Seminary	Tennessee	Minnesota Mayo Graduate School of Medicine, University of	Minnesota
Mid-America College of Funeral Service	Indiana	Minnesota of Minneapolis Saint Paul, University of	Minnesota
Mid-America Nazarene College	Kansas	Minnesota at Morris,	
Mid Michigan Community College	Michigan	University of	Minnesota
Mid Plains Community College	Nebraska	Minnesota Technical College at	
Mid Plains Community College Area Central Office	Nebraska	Crookston, University of	Minnesota
Mid-South Bible College	Tennessee	Minnesota Technical College at Waseca, University of	Minnesota
Mid-State Technical Institute	Wisconsin	Minot State College	North Dakota
Middle Georgia College	Georgia	Mira Costa College	California
Middle Tennessee State University	Tennessee	Miramar College	See Sn Diego Cmty
Middlebury College	Vermont		College
Middlesex Community College	Connecticut		
Middlesex Community College	Massachusetts	Mirrer Yeshiva Central Institute	New York
Middlesex County College	New Jersey	Miss Wades Fashion College	Texas
Midland College	Texas	Mission College	California
Midland Lutheran College	Nebraska	Mississippi Central Office,	
Midlands Technical College	South Carolina	University of	Mississippi
Midstate College	Illinois	Mississippi College	Mississippi
Midway College	Kentucky	Mississippi County Community	
Midwest Christian College	Oklahoma	College	Arkansas
Midwest College of Engineering	Illinois	Mississippi Delta Junior College	Mississippi
Midwestern Baptist Theological Seminary	Missouri	Mississippi Gulf Coast Junior College	Mississippi
Midwestern State University	Texas	Mississippi Industrial College	Mississippi
Miles College	Alabama	Mississippi Main Campus,	
Miles Community College	Montana	University of	Mississippi
Millersville State College	Pennsylvania	Mississippi Medical Center,	
Milligan College	Tennessee	University of	Mississippi
Millikin University	Illinois	Mississippi State University	Mississippi
Mills College	California	Mississippi University for Women	Mississippi
Millsaps College	Mississippi	Mississippi Valley State University	Mississippi
Milton College	Wisconsin	Missouri Baptist College	Missouri
Milwaukee Area Technical College	Wisconsin	Missouri-Columbia, University of	Missouri
Milwaukee Institute of Art and Design	Wisconsin	Missouri Central Administration Central Office, University of	Missouri
Milwaukee School of Engineering	Wisconsin	Missouri Institute of Technology	Missouri
Milwaukee Stratton College	Wisconsin	Missouri-Kansas City,	
Mineral Area College	Missouri	University of	Missouri
Minneapolis College of Art Design	Minnesota	Missouri-Rolla, University of	Missouri
Minneapolis Community College	Minnesota	Missouri-Saint Louis, University of	Missouri

Missouri Southern State College	Missouri	Moraine Valley Community College	Illinois
Missouri Valley College	Missouri	Moravian College	Pennsylvania
Missouri Western State College	Missouri	More, Thomas, College	Kentucky
Mitchell College	Connecticut	Morehead State University	Kentucky
Mitchell Community College	North Carolina	Morehouse College	Georgia
Mitchell, William, College Law	Minnesota	Morgan Community College	Colorado
Moberly Junior College	Missouri	Morgan State University	Maryland
Mobile College	Alabama	Morningside College	Iowa
Modesto Junior College	California	Morris Brown College	Georgia
Mohave Community College	Arizona	Morris College	South Carolina
Mohawk Valley Community College	New York	Morris Junior College of Business	Flroida
Mohegan Community College	Connecticut	Morris, Lon, College	Texas
Molloy College	New York	Morris, Robert, College	Pennsylvania
Monmouth College	Illinois	Morrison Institute of Technology	Illinois
Monmouth College	New Jersey	Morristown College	Tennessee
Monroe Business Institute	New York	Morton College	Illinois
Monroe Community College	New York	Motlow State Community College	Tennessee
Monroe County Community College	Michigan	Mott, Charles S., Community College	Michigan
Montana College of Mineral Science and Technology	Montana	Mount Aloysius Junior College	Pennsylvania
Montana State University	Montana	Mount Angel Seminary	Oregon
Montana, University of	Montana	Mount Holyoke College	Massachusetts
Montana University System System Office	Montana	Mount Hood Community College	Oregon
		Mount Ida Junior College	Massachusetts
		Mount Marty College	South Dakota
Montcalm Community College	Michigan	Mount Mary College	Wisconsin
Montclair State College	New Jersey	Mount Mercy College	Iowa
Monterey Institute of International Studies	California	Mount Olive College	North Carolina
		Mount Sacred Heart College	Connecticut
Monterey Peninsula College	California	Mount Saint Alphonsus Seminary	New York
Montevallo, University of	Alabama	Mount Saint Clare College	Iowa
Montgomery College Central Office	Maryland	Mount Saint Joseph-on-the-Ohio, College of	Ohio
Montgomery College Germantown Campus	Maryland	Mount Saint Mary College	New York
		Mount Saint Mary's College	California
Montgomery College Rockville Campus	Maryland	Mount Saint Mary's College	Maryland
		Mount Saint Vincent, College of	New York
Montgomery College Tacoma Park Campus	Maryland	Mount San Antonio College	California
		Mount San Jacinto College	California
Montgomery County Community College	Pennsylvania	Mount Senario College	Wisconsin
Montgomery Technical Institute	North Carolina	Mount Sinai School of Medicine of City University of New York	New York
Montreat-Anderson College	North Carolina	Mount Union College	Ohio
Moody Bible Institute	Illinois	Mount Vernon College	District of Columbia
Moore College of Art	Pennsylvania		
Moorhead State University	Minnesota	Mount Vernon Nazarene College	Ohio
Moorpark College	California	Mount Wachusett Community College	Massachusetts
Moraine Park Technical Institute	Wisconsin		

Mountain Empire Community College	Virginia	Nebraska Indiana Community College	Nebraska
Mountain View College	Texas	Nebraska-Lincoln, University of	Nebraska
Mudd, Harvey, College	California	Nebraska Medical Center, University of	Nebraska
Muhlenberg College	Pennsylvania	Nebraska at Omaha, Univeristy of	Nebraska
Multnomah School of the Bible	Oregon	Nebraska Wesleyan University	Nebraska
Mundelein College	Illinois	Nebraska Western College	Nebraska
Murray State College	Oklahoma	Nelson, Thomas, Community College	Virginia
Murray State University	Kentucky		
Muscatine Community College	Iowa	Neosho County Community College	Kansas
Museum Art School	Oregon		
Museum of Fine Arts-Boston, School of the	Massachusetts	Ner Israel Rabbinical College	Maryland
Muskegon Business College	Michigan	Neumann College	Pennsylvania
Muskegon Community College	Michigan	Nevada-Las Vegas, University of	Nevada
Muskingum Area Technical College	Ohio	Nevada-Reno, Univesity of	Nevada
Muskingum College	Ohio	Nevada System Administration System Office, Univesity of	Nevada
Napa College	California		
Naropa Institute	Colorado	Nevada System System Office, University of	Nevada
Nash Technical Institute	North Carolina		
Nashotah House	Wisconsin	New Brunswick Theological Seminary	New Jersey
Nashville State Technical Institute	Tennessee	New College of California	California
Nassau Community College	New York	New England College	New Hampshire
Nasson College	Maine	New England College of Optometry	Massachusetts
Nathaniel Hawthorne College	New Hampshire		
National Business College	Virginia	New England Conservatory of Music	Massachusetts
National College	South Dakota		
National College of Chiropractic	Illinois	New England Institute of Applied Arts and Sciences	Massachusetts
National College of Education Central Office	Illinois	New England Institute of Technology	Rhode Island
National College of Education Main Campus	Illinois	New England School of Law	Massachusetts
		New England, University of	Maine
National College of Education Urban Campus	Illinois	New Hampshire College	New Hampshire
National Technical Schools	California	New Hampshire Keene State College, University of	New Hampshire
National University	California		
Native American Educational Services	Illinois	New Hampshire Plymouth State College, University of	New Hampshire
Navajo Community College	Arizona	New Hampshire Technical Institute	New Hampshire
Naval Postgraduate School	California	New Hampshire, University of	New Hampshire
Navarro College	Texas	New Hampshire Vocational- Technical College at Berlin	New Hampshire
Nazarene Bible College	Colorado		
Nazarene Theological Seminary	Missouri	New Hampshire Vocational- Technical College at Claremont	New Hampshire
Nazareth College	Michigan		
Nazareth College of Rochester	New York	New Hampshire Vocational- Technical College at Laconia	New Hampshire
Nebraska Central Administration System Office, University of	Nebraska	New Hampshire Vocational-	
Nebraska Christian College	Nebraska	Technical College at Manchester	New Hampshire

New Hampshire Vocational-Technical College at Nashua	New Hampshire
New Hampshire Vocational-Technical College at Portsmouth	New Hampshire
New Haven, University of	Connecticut
New Jersey Institute of Technology	New Jersey
New Mexico Central Office, University of	New Mexico
New Mexico Gallup Branch, University of	New Mexico
New Mexico Highlands University	New Mexico
New Mexico Institute of Mining and Technology	New Mexico
New Mexico Junior College	New Mexico
New Mexico Main Campus, University of	New Mexico
New Mexico Military Institute	New Mexico
New Mexico State University Alamogordo Branch	New Mexico
New Mexico State University Carlsbad Branch	New Mexico
New Mexico State University Central Office	New Mexico
New Mexico State University Grants Branch	New Mexico
New Mexico State University Main Campus	New Mexico
New Mexico State University San Juan Branch	New Mexico
New Orleans Baptist Theological Seminary	Louisiana
New Orleans, University of	Louisiana
New Paltz, College at	See State Univ New York
New River Community College	Virginia
New Rochelle, College of	New York
New School of Music	Pennsylvania
New School for Social Research	New York
New York Chiropractic College	New York
New York City Community College	See City Univ of New York
New York College of Podiatric Medicine	New York
New York Institute of Technology Central Office	New York
New York Institute of Technology Main Campus	New York

New York Institute of Technology New York City Campus	New York
New York Law School	New York
New York Medical College	New York
New York School of Interior Design	New York
New York State College of Ceramics at Alfred University	New York
New York Theological Seminary	New York
New York University	New York
Newark College of Arts and Sciences	See Rutgers University
Newberry College	South Carolina
Newbury Junior College	Massachusetts
Newport, Christopher, College	Virginia
Niagara County Community College	New York
Niagara University	New York
Nicholls State University	Louisiana
Nichols College	Massachusetts
Nicolet College and Technical Institute	Wisconsin
Nielsen Electronics Institute	South Carolina
Norfolk State University	Virginia
Normandale Community College	Minnesota
North Adams State College	Massachusetts
North Alabama, University of	Alabama
North American Baptist Seminary	South Dakota
North Arkansas Community College	Arkansas
North Carolina Agricultural and Technical State University	North Carolina
North Carolina at Asheville, University of	North Carolina
North Carolina Central University	North Carolina
North Carolina at Chapel Hill, University of	North Carolina
North Carolina at Charlotte, University of	North Carolina
North Carolina General Administration Central Office, University of	North Carolina
North Carolina at Greensboro, University of	North Carolina
North Carolina School of the Arts	North Carolina
North Carolina State University at Raleigh	North Carolina
North Carolina Wesleyan College	North Carolina
North Carolina at Wilmington, University of	North Carolina

North Central Bible College	Minnesota
North Central College	Illinois
North Central Michigan College	Michigan
North Central Technical College	Ohio
North Central Technical Institute	Wisconsin
North Central University Center, Community College of the	South Dakota
North Country Community College	New York
North Dakota Central Office, University of	North Dakota
North Dakota Main Campus, University of	North Dakota
North Dakota State School of Science	North Dakota
North Dakota State University Bottineau	North Dakota
North Dakota State University Central Office	North Dakota
North Dakota State Univesity Main Campus	North Dakota
North Dakota Williston Branch, University of	North Dakota
North Florida Junior College	Florida
North Florida, University of	Florida
North Georgia College	Georgia
North Greenville College	South Carolina
North Harris County College	Texas
North Hennepin Community College	Minnesota
North Idaho College	Idaho
North Iowa Area Community College	Iowa
North Park College and Theological Seminary	Illinois
North Seattle Community College	Washington
North Shore Community College	Massachusetts
North Texas State University	Texas
Northampton County Area Community College	Pennsylvania
Northeast Alabama State Junior College	Alabama
Northeast Iowa Technical Institute	Iowa
Northeast Louisiana University	Louisiana
Northeast Mississippi Junior College	Missouri
Northeast Missouri State University	Missouri

Northeast Technical Community College	Nebraska
Northeast Wisconsin Technical Institute	Wisconsin
Northeastern Bible College	New Jersey
Northeastern Christian Junior College	Pennsylvania
Northeastern Illinois University	Illinois
Northeastern Junior College	Colorado
Northeastern Ohio Universities College of Medicine	Ohio
Northeastern Oklahoma Agricultural and Mechanical College	Oklahoma
Northeastern Oklahoma State University	Oklahoma
Northeastern University	Massachusetts
Northern Arizona University	Arizona
Northern Baptist Theological Seminary	Illinois
Northern California College of Chiropractic	California
Northern Colorado, University of	Colorado
Northern Essex Community College	Massachusetts
Northern Illinois University	Illinois
Northern Iowa, University of	Iowa
Northern Kentucky University	Kentucky
Northern Maine Vocational Technical Institute	Maine
Northern Michigan University	Michigan
Northern Montana College	Montana
Northern Nevada Community College	Nevada
Northern New Mexico Community College	New Mexico
Northern Oklahoma College	Oklahoma
Northern State College	South Dakota
Northern Virginia Community College	Virginia
Northlake College	Texas
Northland College	Wisconsin
Northland Community College	Minnesota
Northland Pioneer College	Arizona
Northrop University	California
Northwest Alabama State Junior College	Alabama
Northwest Bible College	North Dakota
Northwest Christian College	Oregon

Northwest College of the Assemblies of God	Washington	Oakland City College	Indiana
Northwest Community College	Wyoming	Oakland Community College	Michigan
Northwest Iowa Technical College	Iowa	Oakland University	Michigan
Northwest Mississippi Junior College	Mississippi	Oakton Community College	Illinois
		Oakwood College	Alabama
		Oberlin College	Ohio
Northwest Missouri State University	Missouri	Oblate College	District of Columbia
Northwest Nazarene College	Idaho	Oblate College of the Southwest	Texas
Northwest Technical College	Ohio	Occidental College	California
Northwest Technical Institute	Minnesota	Ocean County College	New Jersey
Northwestern Business College-Technical Center	Ohio	Odessa College	Texas
		Oglala Sioux Community College	South Dakota
Northwestern College	Iowa	Oglethorpe University	Georgia
Northwestern College	Minnesota	Ohel Shmuel Yeshiva	New York
Northwestern College	Wisconsin	Ohio College of Podiatric Medicine	Ohio
Northwestern College of Chiropractic	Minnesota	Ohio Dominican College	Ohio
		Ohio Institute of Technology	Ohio
Northwestern Connecticut Community College	Connecticut	Ohio Northern University	Ohio
Northwestern Electronics Institute	Minnesota	Ohio State University Agricultural Technical Institute	Ohio
Northwestern Lutheran Theological Seminary	Minnesota	Ohio State University Central Office	Ohio
Northwestern Michigan College	Michigan	Ohio State University Lima Branch	Ohio
Northwestern Oklahoma State University	Oklahoma	Ohio State-University Main Campus	Ohio
Northwestern State University of Louisiana	Louisiana	Ohio State University Mansfield Branch	Ohio
Northwestern University	Illinois	Ohio State University Marion Branch	Ohio
Northwood Institute	Michigan		
Norwalk Community College	Connecticut	Ohio State University Newark Branch	Ohio
Norwalk State Technical College	Connecticut		
Norwich University Central Office	Vermont	Ohio University Belmont County Branch	Ohio
Norwich University Main Campus	Vermont	Ohio University Central Office	Ohio
Notre Dame College	New Hampshire	Ohio University Chillicothe Branch	Ohio
Notre Dame College	Ohio	Ohio University Ironton Branch	Ohio
Notre Dame, College of	California	Ohio University Lancaster Branch	Ohio
Notre Dame of Maryland, College of	Maryland	Ohio University Main Campus	Ohio
		Ohio University Zanesville Branch	Ohio
Notre Dame Seminary School of Theology	Louisiana	Ohio Valley College	West Virginia
Notre Dame, University of	Indiana	Ohio Visual Art Institute	Ohio
Nova University	Florida	Ohio Wesleyan University	Ohio
Nyack College	New York	Ohlone College	California
Nyingma Institute	California	Ohr Hameir Theological Seminary	New York
O.S. Johnson School of Technology	Pennsylvania	Okaloosa-Walton Junior College	Florida
		Oklahoma Baptist University	Oklahoma
O'More School of Interior Architecture and Design	Tennessee	Oklahoma Central Office, University of	Oklahoma

Oklahoma Christian College	Oklahoma	Oregon Main Campus, University of	Oregon
Oklahoma City Southwestern College	Oklahoma	Oregon Polytechnic Institute	Oregon
Oklahoma City University	Oklahoma	Oregon State Higher Education System Office	Oregon
Oklahoma College of Osteopathic Medicine and Surgery	Oklahoma	Oregon State University	Oregon
Oklahoma Health Sciences Center, University of	Oklahoma	Oscar Rose Junior College	Oklahoma
		Osteopathic Medicine and Health Sciences, University of	Iowa
Oklahoma Norman Campus, University of	Oklahoma	Osteopathic Medicine and Surgery, College of	Iowa
Oklahoma Panhandle State University	Oklahoma	Osteopathic Medicine of the Pacific, College of	California
Oklahoma School of Business, Accountancy, Law and Finance	Oklahoma	Oswego, College at	See State Univ New York
Oklahoma State University Central Office	Oklahoma	Otero Junior College	Colorado
Oklahoma State University Main Campus	Oklahoma	Otis Art Institute of Parsons School of Design	California
Oklahoma State University Technical Institute	Oklahoma	Ottawa University	Kansas
		Otterbein College	Ohio
Old Dominion University	Virginia	Ouachita Baptist University	Arkansas
Old Westbury, College at	See State Univ New York	Our Lady of the Elms, College of	Massachusetts
		Our Lady of Holy Cross College	Louisiana
Olean Business Institute	New York	Our Lady of the Lake University of San Antonio	Texas
Olive-Harvey College, Illinois	See City Colleges Chicago	Owens, Michael J., Technical College	Ohio
Olivet College	Michigan		
Olivet Nazarene College	Illinois	Owensboro Business College	Kentucky
Olney Central College	See Ill Estn Cmty College	Owensboro Junior College of Business	Kentucky
Olympia Technical Community College	Washington	Oxnard College	California
		Ozarks, College of the	Arkansas
Olympic College	Washington	Ozarks, School of the	Missouri
Oneonta, College at	See St Univ of NY	Pace University Central Office	New York
Onondaga Community College	New York	Pace University New York Campus	New York
Open Bible College	Iowa	Pace University Pleasantville- Briarcliff Campus	New York
Oral Roberts University	Oklahoma		
Orange Coast College	California	Pace University-White Plains Campus	New York
Orange County Center, California	See West Coast University	Pacific Christian College	California
Orange County Community College	New York	Pacific Graduate School of Psychology	California
Orangeburg Calhoun Technical College	South Carolina	Pacific Lutheran Theological Seminary	California
Oregon College of Education	Oregon	Pacific Lutheran University	Washington
Oregon Graduate Center	Oregon	Pacific Northwest College of Art	Oregon
Oregon Health Sciences Center, University of	Oregon	Pacific Oaks College	California
		Pacific School of Religion	California
Oregon Health Sciences University	Oregon	Pacific Union College	California
Oregon Institute of Technology	Oregon	Pacific University	Oregon

Pacific, University of the	California	Pennco Tech.	Pennsylvania
Paducah Community College	Kentucky	Pennsylvania College of Optometry	Pennsylvania
Paine College	Georgia	Pennsylvania College of Podiatric	
Palm Beach Atlantic College	Florida	Medicine	Pennsylvania
Palm Beach Junior College	Florida	Pennsylvania Institute of	
Palmer College of Chiropractic	Iowa	Technology	Pennsylvania
Palmer College of Chiropractic –		Pennsylvania State University	
West	California	Allentown Campus	Pennsylvania
Palo Verde College	California	Pennsylvania State University	
Palomar College	California	Altoona Campus	Pennsylvania
Pamlico Technical College	North Carolina	Pennsylvania State University	
Pan American University	Texas	Beaver Campus	Pennsylvania
Panama Canal College	Former Canal Zone	Pennsylvania State University Behrend College	Pennsylvania
Panola Junior College	Texas	Pennsylvania State University	
Paris Junior College	Texas	Berks Campus	Pennsylvania
Park College	Missouri	Pennsylvania State University	
Parkersburg Community College	West Virginia	Capitol Campus	Pennsylvania
Parkland College	Illinois	Pennsylvania State University	
Parks College	Colorado	Central Office	Pennsylvania
Parks College	See Saint Louis Univ	Pennsylvania State University Delaware Campus	Pennsylvania
Parsons School of Design	New York	Pennsylvania State University	
Pasadena City College	California	Du Bois Campus	Pennsylvania
Pasadena College of Chiropractic	California	Pennsylvania State University	
Pasco-Hernando Community		Fayette Campus	Pennsylvania
College	Florida	Pennsylvania State University	
Passaic County Community		Hazleton Campus	Pennsylvania
College	New Jersey	Pennsylvania State University	
Paterson, William, College	New Jersey	Hershey Medical Center	Pennsylvania
Patrick Henry Community College	Virginia	Pennsylvania State University	
Patrick Henry State Junior College	Alabama	Main Campus	Pennsylvania
Patten College	California	Pennsylvania State University	
Paul D. Camp Community College	Virginia	Mckeesport Campus	Pennsylvania
Paul Quinn College	Texas	Pennsylvania State University	
Paul Smith's College of Arts		Mont Alto Campus	Pennsylvania
and Sciences	New York	Pennsylvania State University	
Payne, Howard, University	Texas	New Kensington Campus	Pennsylvania
Payne Theological Seminary	Ohio	Pennsylvania State University	
Peabody Institute of Johns		Ogontz Campus	Pennsylvania
Hopkins University	Maryland	Pennsylvania State University	
Peace College	North Carolina	Radnor Center for	
Pearl River Junior College	Mississippi	Graduate Studies	Pennsylvania
Peay, Austin, State University	Tennessee	Pennsylvania State University	
Peirce Junior College	Pennsylvania	Schuylkill Campus	Pennsylvania
Pembroke State University	North Carolina	Pennsylvania State University	
Peninsula College	Washington	Shenango Valley Campus	Pennsylvania
Penn Technical Institute	Pennsylvania	Pennsylvania State University	
Penn Valley Community College	Missouri	Wilkes-Barre Campus	Pennsylvania
Penn, William, College	Iowa		

Pennsylvania State University Worthington Scranton Campus	Pennsylvania
Pennsylvania State University York Campus	Pennsylvania
Pennsylvania, University of	Pennsylvania
Pensacola Junior College	Florida
Pepperdine University	California
Peralta Community Colleges System Office	California
Peru State College	Nebraska
Pfeiffer College	North Carolina
Philadelphia College of Art	Pennsylvania
Philadelphia College of the Bible	Pennsylvania
Philadelphia College of Osteopathic Medicine	Pennsylvania
Philadelphia College of the Performing Arts	Pennsylvania
Philadelphia College of Pharmacy and Science	Pennsylvania
Philadelphia College of Textiles and Science	Pennsylvania
Philadelphia, Community College of	Pennsylvania
Philander Smith College	Arkansas
Phillips College	Georgia
Phillips College	Georgia
Phillips College	Mississippi
Phillips College of Greater New Orleans	Louisiana
Phillips College of Jackson	Mississippi
Phillips College of New Orleans	Louisiana
Phillips County Community College	Arkansas
Phillips, Frank, College	Texas
Phillips University	Oklahoma
Phoenix College	Arizona
Phoenix, University of	Arizona
Piedmont Aerospace Institute	North Carolina
Piedmont Bible College	North Carolina
Piedmont College	Georgia
Piedmont Technical College	North Carolina
Piedmont Technical College	South Carolina
Piedmont Virginia Community College	Virginia
Pierce, Franklin, College	New Hampshire
Pierce, Franklin, Law Center	New Hampshire
Pikes Peak Community College	Colorado
Pikeville College	Kentucky
Pima Community College	Arizona
Pine Manor College	Massachusetts
Pinebrook Junior College	Pennsylvania
Pioneer Community College	Missouri
Pitt Community College	North Carolina
Pittsburg State University	Kansas
Pittsburgh Bradford Campus, University of	Pennsylvania
Pittsburgh Central Office, University of	Pennsylvania
Pittsburgh Greensburg Campus, University of	Pennsylvania
Pittsburgh Institute of Aeronautics	Pennsylvania
Pittsburgh Johnstown Campus, University of	Pennsylvania
Pittsburgh Main Campus, University of	Pennsylvania
Pittsburgh Technical Institute	Pennsylvania
Pittsburgh Theological Seminary	Pennsylvania
Pittsburgh Titusville Campus, University of	Pennsylvania
Pitzer College	California
Platte Valley Bible College	Nebraska
Plattsburgh, College at	See State Univ New York
Plymouth State College	See Univ System of NH
Point Loma College	California
Point Park College	Pennsylvania
Polk Community College	Florida
Polytechnic Institute of New York	New York
Pomona College	California
Ponce School of Medicine	Puerto Rico
Pontifical College Josephinum	Ohio
Pope John XXIII National Seminary	Massachusetts
Porterville College	California
Portland Community College	Oregon
Portland School of Art	Maine
Portland State University	Oregon
Portland, University of	Oregon
Post, C.W., Center, New York	See Long Is University
Post College	Connecticut
Potomac State College	West Virginia
Potsdam, College at	See State Univ New York
Powelson Business Institute	New York
Prairie State College	Illinois
Prairie View A&M University	Texas
Pratt Community College	Kansas

Pratt Institute	New York	Quincy Junior College	Massachusetts
Prentiss Normal and Industiral Institute	Mississippi	Quinebaug Valley Community College	Connecticut
Presbyterian College	South Carolina	Quinn, Paul, College	Texas
Presbyterian School of Christian Education	Virginia	Quinnipiac College	Connecticut
		Quinsigamond Community College	Massachusetts
Prescott Center College	Arizona	Rabbi Isaac Elchanan Theological Seminary	New York
Prescott College	Arizona		
Presentation College	South Dakota	Rabbinical Academy Mesivta Rabbi Chaim Berlin	New York
Prestonburg Community College	Kentucky		
Prince Georges Community College	Maryland	Rabbinical College of America	New Jersey
		Rabbinical College Beth Shraga	New York
Princeton Theological Seminary	New Jersey	Rabbinical College Bobover Yeshiva B'Nei Zion	New York
Princeton University	New Jersey		
Principia College	Illinois	Rabbinical College Ch'San Sofer of New York	New York
Protestant Episcopal Theological Seminary in Virginia	Virginia		
		Rabbinical College of Kamenitz Yeshiva	New York
Providence College	Rhode Island		
Pueblo Vocational Community College	Colorado	Rabbinical College of Long Island	New York
		Rabbinical College of Sanz	New York
Puerto Rico Cayey University College, University of	Puerto Rico	Rabbinical College of Telshe	Ohio
		Rabbinical Seminary Adas Yereim	New York
Puerto Rico Central Office, University of	Puerto Rico	Rabbinical Seminary of America	New York
		Rabbinical Seminary Beth Yitzchok D'Spinka	New York
Puerto Rico Humacao University College, University of	Puerto Rico		
		Rabbinical Seminary M'Kor Chaim	New York
Puerto Rico Junior College	Puerto Rico	Rabbinical Seminary of Munkacs	New York
Puerto Rico Mayaguez Campus, University of	Puerto Rico	Radcliffe College	Massachusetts
		Radford University	Virginia
Puerto Rico Medical Sciences Campus, University of	Puerto Rico	Rainy River Community College	Minnesota
		Ramapo College of New Jersey	New Jersey
Puerto Rico Regional Colleges Administration, University of	Puerto Rico	Ramirez College of Business and Technology	Puerto Rico
		Rand Graduate Institute of Policy Studies	California
Puerto Rico Rio Piedras Campus, University of	Puerto Rico		
Puget Sound College of the Bible	Washington	Randolph-Macon College	Virginia
Puget Sound, University of	Washington	Randolph-Macon Woman's College	Virginia
Purchase, College at	See State Univ New York	Randolph Technical College	North Carolina
		Ranger Junior College	Texas
Purdue University Calumet	Indiana	Rappahannock Community College	Virginia
Purdue University Central Office	Indiana		
Purdue University Main Campus	Indiana	Raymond Walters College, Ohio	See University Cincinnati
Purdue University North Central Campus	Indiana		
		Reading Area Community College	Pennsylvania
Queens College	See City Univ of New York	Redlands, University of	California
		Redwoods, College of the	California
Queens College	North Carolina	Reed College	Oregon
Queensborough Community College	See City Univ of New York	Reformed Bible College	Michigan
		Reformed Presbyterian Theological Seminary	Pennsylvania
Quincy College	Illinois		

Reformed Theological Seminary	Mississippi	Rockford College	Illinois
Regis College	Colorado	Rockhurst College	Missouri
Regis College	Massachusetts	Rockingham Community College	North Carolina
Reinhardt College	Georgia	Rockland Community College	New York
Rend Lake College	Illinois	Rockmont College	Colorado
Rensselaer Polytechnic Institute	New York	Rocky Mountain College	Montana
Reynolds, J. Sargeant, Community College	Virginia	Roger Williams College Central Office	Rhode Island
Rhode Island College	Rhode Island	Roger Williams College Main Campus	Rhode Island
Rhode Island, Community College of	Rhode Island	Roger Williams College Providence Branch	Rhode Island
Rhode Island School of Design	Rhode Island	Rogue Community College	Oregon
Rhode Island, University of	Rhode Island	Rollins College	Florida
Rice College	South Carolina	Roosevelt University	Illinois
Rice University	Texas	Rosary College	Illinois
Richard Bland College of the College of William and Mary	Virginia	Rose-Hulman Institute of Technology	Indiana
Richard J. Daley College, Illinois	See City Colleges Chicago	Rose, Oscar, Junior College	Oklahoma
Richland College	Texas	Rosemont College	Pennsylvania
Richland Community College	Illinois	Ross, Sul, State University	Texas
Richmond Technical College	North Carolina	Rowan Technical College	North Carolina
Richmond, University of	Virginia	Roxbury Community College	Massachusetts
Ricks College	Idaho	Rush University	Illinois
Rider College	New Jersey	Russell Sage College Central Office	New York
Rika Breuer Teachers Seminary	New York	Russell Sage College Main Campus	New York
Ringling School of Art and Design	Florida	Russell Sage Junior College of Albany	New York
Rio Grande College	Ohio	Rust College	Mississippi
Rio Hondo College	California	Rutgers the State University of New Jersey Camden Campus	New Jersey
Rio Salado College	Arizona		
Ripon College	Wisconsin	Rutgers the State University of New Jersey Central Office	New Jersey
Riverside City College	California		
Rivier College	New Hampshire	Rutgers the State University of New Jersey New Brunswick	
Roane State Community College	Tennessee	Campus	New Jersey
Roanoke Bible College	North Carolina		
Roanoke-Chowan Technical College	North Carolina	Rutgers the State University of New Jersey Newark Campus	New Jersey
Roanoke-Chowan Technical Institute	North Carolina	Rutledge College	Missouri
Roanoke College	Virginia	Rutledge College	South Carolina
Robert Morris College	Pennsylvania	Rutledge College of Charlotte	North Carolina
Roberts, Oral, University	Oklahoma	Rutledge College of Durham	North Carolina
Roberts Wesleyan College	New York	Rutledge College of Fayetteville	North Carolina
Robeson Technical College	North Carolina	Rutledge College of Greensboro	North Carolina
Rochester Business Institute	New York	Rutledge College of Winston-Salem	North Carolina
Rochester Community College	Minnesota		
Rochester Institute of Technology	New York	S.D. Bishop State Junior College	Alabama
Rochester, University of	New York	Sacramento City College	California
Rock Valley College	Illinois	Sacred Heart College	North Carolina
Rockefeller University	New York	Sacred Heart School of Theology	Wisconsin

Sacred Heart Seminary College	Michigan	Saint John's University	New York
Sacred Heart University	Connecticut	Saint Joseph College	Connecticut
Sacred Heart, University of the	Puerto Rico	Saint Joseph the Provider.	
Saddleback Community College	California	College of	Vermont
Sage, Russell, College	New York	Saint Joseph Seminary College	Louisiana
Saginaw Valley State College	Michigan	Saint Joseph's College	Indiana
Saint Alphonsus College	Connecticut	Saint Joseph's College	Maine
Saint Ambrose College	Iowa	Saint Joseph's College Central	
Saint Andrew's Presbyterian		Office	New York
College	North Carolina	Saint Joseph's College	
Saint Anselm College	New Hampshire	Main Campus	New York
Saint Augustine's College	North Carolina	Saint Joseph's College	
Saint Benedict, College of	Minnesota	Suffolk Campus	New York
Saint Bernard Parish Community		Saint Joseph's Seminary	
College	Louisiana	and College	New York
Saint Bernard's Seminary	New York	Saint Joseph's University	Pennsylvania
Saint Bonaventure University	New York	Saint Lawrence University	New York
Saint Catharine College	Kentucky	Saint Leo College	Florida
Saint Catherine, College of	Minnesota	Saint Louis Christian College	Missouri
Saint Charles Borromeo Seminary	Pennsylvania	Saint Louis College of Pharmacy	Missouri
Saint Clair County Community		Saint Louis Community College	
College	Michigan	Administrative Center	
Saint Cloud State University	Minnesota	Central Office	Missouri
Saint Edward's University	Texas	Saint Louis Community College	
Saint Elizabeth, College of	New Jersey	at Florissant Valley	Missouri
Saint Francis College	Indiana	Saint Louis Community College	
Saint Francis College	New York	at Forest Park	Missouri
Saint Francis College	Pennsylvania	Saint Louis Community College	
Saint Francis, College of	Illinois	at Meramec	Missouri
Saint Francis De Sales College	Wisconsin	Saint Louis Conservatory of Music	Missouri
Saint Francis Seminary School of		Saint Louis Rabbinical College	Missouri
Pastoral Ministry	Wisconsin	Saint Louis University	
Saint Gregory's College	Oklahoma	Central Office	Missouri
Saint Hyacinth College-Seminary	Massachusetts	Saint Louis University	
Saint John Fisher College	New York	Main Campus	Missouri
Saint John Vianney College		Saint Louis University-	
Seminary	Florida	Parks College	Missouri
Saint John's College	California	Saint Martin's College	Washington
Saint John's College	Kansas	Saint Mary College	Kansas
Saint John's College		Saint Mary, College of	Nebraska
Central Office	Maryland	Saint Mary of the Lake Seminary	Illinois
Saint John's College		Saint Mary of the Plains College	Kansas
Main Campus	Maryland	Saint Mary Seminary	Ohio
Saint John's College at		Saint Mary-of-the-Woods College	Indiana
Santa Fe New Mexico	Maryland	Saint Mary's College	Indiana
Saint John's Provincial Seminary	Michigan	Saint Mary's College	Michigan
Saint Johns River Community		Saint Mary's College	Minnesota
College	Florida	Saint Mary's College	North Carolina
Saint John's Seminary	Massachusetts	Saint Mary's College of California	California
Saint John's University	Minnesota	Saint Mary's College of Maryland	Maryland

Saint Mary's College of O'Fallon	Missouri	San Antonio Community College	
Saint Mary's Dominican College	Louisiana	District Central Office	Texas
Saint Mary's Junior College	Minnesota	San Bernardino Valley College	California
Saint Mary's Seminary and		San Diego City College	California
College	Missouri	San Diego Community College	
Saint Mary's Seminary and		District Central Office	California
University	Maryland	San Diego Mesa College	California
Saint Mary's University of		San Diego Miramar College	California
San Antonio	Texas	San Diego State University	California
Saint Meinrad College	Indiana	San Diego, University of	California
Saint Meinrad School of Theology	Indiana	San Fernando Valley	
Saint Michael's College	Vermont	College of Law	California
Saint Norbert College	Wisconsin	San Francisco Art Institute	California
Saint Olaf College	Minnesota	San Francisco College of	
Saint Patrick's College	California	Mortuary Science	California
Saint Patrick's Seminary	California	San Francisco Community	
Saint Paul Bible College	Minnesota	College District	California
Saint Paul School of Theology	Missouri	San Francisco Conservatory of	
Saint Paul Seminary	Minnesota	Music	California
Saint Paul's College	Missouri	San Francisco State University	California
Saint Paul's College	Virginia	San Francisco Theological	
Saint Peter's College	New Jersey	Seminary	California
Saint Petersburg Junior College	Florida	San Francisco, University of	California
Saint Philip's College	Texas	San Jacinto College Central	
Saint Rose, College of	New York	Campus	Texas
Saint Scholastica, College of	Minnesota	San Jacinto College Central Office	Texas
Saint Teresa, College of	Minnesota	San Jacinto College North Campus	Texas
Saint Thomas Aquinas College	New York	San Joaquin Delta College	California
Saint Thomas, College of	Minnesota	San Jose Bible College	California
Saint Thomas Seminary	Colorado	San Jose City College	California
Saint Thomas, University of	Texas	San Jose Community College	
Saint Vincent College	Pennsylvania	District System Office	California
Saint Vincent Seminary	Pennsylvania	San Jose State University	California
Saint Vladimir Orthodox		San Juan Technological Community	
Theological Seminary	New York	College	Puerto Rico
Saint Xavier College	Illinois	San Mateo, College of	California
Salem College	North Carolina	San Mateo County Community	
Salem College Central Office	West Virginia	College District System Office	California
Salem College at Clarksburg	West Virginia	Sandburg, Carl, College	Illinois
Salem College Main Campus	West Virginia	Sandhills Community College	North Carolina
Salem Community College	New Jersey	Sangamon State University	Illinois
Salem State College	Massachusetts	Santa Ana College	California
Salisbury State College	Maryland	Santa Barbara City College	California
Salish Kootenai Community		Santa Clara, University of	California
College	Montana	Santa Fe, College of	New Mexico
Salve Regina-The Newport College	Rhode Island	Santa Fe Community College	Florida
Sam Houston State University	Texas	Santa Monica College	California
Samford University	Alabama	Santa Rosa Junior College	California
Sampson Technical College	North Carolina	Sara Schenirer Teachers Seminary	New York
San Antonio College	Texas	Sarah Lawrence College	New York

Sarasota, University of	Florida	Shelby State Community College	Tennessee
Sauk Valley College	Illinois	Sheldon Jackson College	Alaska
Savannah College of Art and Design	Georgia	Shelton State Community College	Alabama
Savannah State College	Georgia	Shenandoah College and Conservatory of Music	Virginia
Sayre Junior College	Oklahoma	Shepherd College	West Virginia
Scarritt College	Tennessee	Sheridan College	Wyoming
Schenectady County Community College	New York	Sherman College of Chiropractic	South Carolina
Schenirer, Sara, Teachers Seminary	New York	Sherwood Music School	Illinois
School for International Training	Vermont	Shimer College	Illinois
School of -, See Most Important Term		Shippensburg State College	Pennsylvania
Schoolcraft College	Michigan	Sh'Or Yoshuv Rabbinical College	New York
Schreiner College	Texas	Shoreline Community College	Washington
Science and Arts of Oklahoma, University of	Oklahoma	Shorter College	Arkansas
Scott, Agnes, College	Georgia	Shorter College	Georgia
Scott Community College	Iowa	Siena College	New York
Scottsdale Community College	Arizona	Siena Heights College	Michigan
Scranton, University of	Pennsylvania	Sierra College	California
Scripps College	California	Sierra Nevada College	Nevada
Seabury-Western Theological Seminary	Illinois	Silver Lake College	Wisconsin
Seattle Community College Central Campus	Washington	Simmons College	Massachusetts
Seattle Community College District Office	Washington	Simon's Rock of Bard College	Massachusetts
Seattle Community College South Campus	Washington	Simon's Rock Early College	Massachusetts
Seattle Pacific University	Washington	Simpson College	California
Seattle University	Washington	Simpson College	Iowa
Selma University	Alabama	Sinclair Community College	Ohio
Seminary of the Immaculate Conception	New York	Sinte Gleska College	South Dakota
Seminary of Saint Pius X	Kentucky	Sioux Empire College	Iowa
Seminary of Saint Vincent De Paul	Florida	Sioux Falls College	South Dakota
Seminole Community College	Florida	Siskiyous, College of the	California
Seminole Junior College	Oklahoma	Sitka Community College	See University of Alaska
Sequoias, College of the	California	Skagit Valley College	Washington
Seton, Elizabeth, College	New York	Skidmore College	New York
Seton Hall University	New Jersey	Skyline College	California
Seton Hill College	Pennsylvania	Slippery Rock State College	Pennsylvania
Seward County Community College	Kansas	Smith College	Massachusetts
Shasta College	California	Smith, Hobart-Williams Colleges	New York
Shaw College at Detroit	Michigan	Smith, Johnson C., University	North Carolina
Shaw University	North Carolina	Smith, Philander, College	Arkansas
Shawnee College	Illinois	Smith's, Paul, College Arts and Sciences	New York
Shawnee State Community College	Ohio	Snead State Junior College	Alabama
		Snow College	Utah
		Sojourner-Douglas College	Maryland
		Solano Community College	California
		Somerset Community College	Kentucky
		Somerset County College	New Jersey
		Sonoma State University	California
		South Alabama, University of	Alabama

South Carolina at Aiken, University of	South Carolina
South Carolina at Beaufort, University of	South Carolina
South Carolina Central Office, University of	South Carolina
South Carolina at Coastal Carolina, University of	South Carolina
South Carolina at Columbia, University of	South Carolina
South Carolina at Lancaster, University of	South Carolina
South Carolina at Salkehatchie, University of	South Carolina
South Carolina at Spartanburg, University of	South Carolina
South Carolina State College	South Carolina
South Carolina at Sumter, University of	South Carolina
South Carolina at Union, University of	South Carolina
South Central Community College	Connecticut
South Dakota Central Office, University of	South Dakota
South Dakota Main Campus, University of	South Dakota
South Dakota School of Mines and Technology	South Dakota
South Dakota at Springfield, University of	South Dakota
South Dakota State University	South Dakota
South Florida Junior College	Florida
South Florida, University of	Florida
South Georgia College	Georgia
South Mountain Community College	Arizona
South Oklahoma City Junior College	Oklahoma
South Plains College	Texas
South Texas College of Law	Texas
South, University of the	Tennessee
Southamptom Center New York	See Long Is University
Southeast Community College	Kentucky
Southeast Community College Fairbury-Beatrice Campus	Nebraska
Southeast Community College Lincoln Campus	Nebraska
Southeast Community College Milford Campus	Nebraska
Southeast Missouri State University	Missouri
Southeastern Baptist College	Mississippi
Southeastern Baptist Theological Seminary	North Carolina
Southeastern Bible College	Alabama
Southeastern College of the Assemblies of God	Florida
Southeastern College of Osteopathic Medicine	Florida
Southeastern Community College	Iowa
Southeastern Community College	North Carolina
Southeastern Illinois College	Illinois
Southeastern Louisiana University	Louisiana
Southeastern Massachusetts University	Massachusetts
Southeastern Nebraska Technical Community College Area Central Office	Nebraska
Southeastern Oklahoma State University	Oklahoma
Southeastern University	District of Columbia
Southern Arkansas University Central Office	Arkansas
Southern Arkansas University El Dorado Branch	Arkansas
Southern Arkansas University Main Campus	Arkansas
Southern Arkansas University Technical Branch	Arkansas
Southern Baptist College	Arkansas
Southern Baptist Theological Seminary	Kentucky
Southern Bible College	Texas
Southern California College	California
Southern California College of Optometry	California
Southern California Institute of Architecture	California
Southern California, University of	California
Southern College of Optometry	Tennessee
Southern Colorado, University of	Colorado
Southern Connecticut State College	Connecticut
Southern Idaho, College of	Idaho
Southern Illinois University at Carbondale	Illinois
Southern Illinois University at Edwardsville	Illinois

Southern Illinois University System Office	Illinois
Southern Junior College of Business	Alabama
Southern Maine, University of	Maine
Southern Maine Vocational and Technical Institute	Maine
Southern Methodist University	Texas
Southern Missionary College	Tennessee
Southern Mississippi, University of	Mississippi
Southern Ohio College	Ohio
Southern Oregon State College	Oregon
Southern School of Pharmacy, Georgia	See Mercer University
Southern Seminary Junior College	Virginia
Southern State Community College	Ohio
Southern State General and Technical College	Ohio
Southern Technical Institute	Georgia
Southern Union State Junior College	Alabama
Southern University Agricultural and Mechanical College Central Office	Louisiana
Southern University Agricultural and Mechanical College Main Campus	Louisiana
Southern University in New Orleans	Louisiana
Southern University Shreveport-Bossier City Campus	Louisiana
Southern Utah State College	Utah
Southern Vermont College	Vermont
Southern West Virginia Community College	West Virginia
Southside Virginia Community College	Virginia
Southwest Baptist College	Missouri
Southwest Baptist University	Missouri
Southwest, College of the	New Mexico
Southwest Mississippi Junior College	Mississippi
Southwest Missouri State University	Missouri
Southwest State University	Minnesota
Southwest Texas Junior College	Texas
Southwest Texas State University	Texas

Southwest Virginia Community College	Virginia
Southwest Wisconsin Vocational Technical Institute	Wisconsin
Southwestern Adventist College	Texas
Southwestern Assemblies of God College	Texas
Southwestern Baptist Bible College	Arizona
Southwestern Baptist Theological Seminary	Texas
Southwestern Christian College	Texas
Southwestern College	California
Southwestern College	Kansas
Southwestern Community College	Iowa
Southwestern Louisiana, University of	Louisiana
Southwestern at Memphis	Tennessee
Southwestern Michigan College	Michigan
Southwestern Oklahoma State University	Oklahoma
Southwestern Oregon Community College	Oregon
Southwestern Technical College	North Carolina
Southwestern University	Texas
Southwestern University School of Law	California
Spalding College	Kentucky
Spartan School of Aeronautics	Oklahoma
Spartanburg Methodist College	South Carolina
Spartanburg Technical College	South Carolina
Spelman College	Georgia
Spertus College of Judaica	Illinois
Spokane Community College	Washington
Spokane Falls Community College	Washington
Spoon River College	Illinois
Spring Arbor College	Michigan
Spring Garden College	Pennsylvania
Spring Hill College	Alabama
Springfield College	Massachusetts
Springfield College in Illinois	Illinois
Springfield Technical Community College	Massachusetts
Sprunt, James, Technical College	North Carolina
Standing Rock Community College	North Dakota
Stanford University	California
Stanly Technical College	North Carolina
Stark Technical College	Ohio
Starr King School for the Ministry	California
State Center Community College District System Office	California

State College Optometry	See State Univ New York	State University of New York College at Geneseo	New York
State Community College	Illinois	State University of New York College at New Paltz	New York
State Fair Community College	Missouri	State University of New York College at Old Westbury	New York
State of New York Regents External Degree Program, University of the	New York	State University of New York College at Oneonta	New York
State Technical Institute at Knoxville	Tennessee	State University of New York College of Optometry	New York
State Technical Institute at Memphis	Tennessee	State University of New York College at Oswego	New York
State University and Community College System of Tennessee System Office	Tennessee	State University of New York College at Plattsburgh	New York
State University of New York Agricultural and Technical College at Alfred	New York	State University of New York College at Potsdam	New York
State University of New York Agricultural and Technical College at Canton	New York	State University of New York College at Purchase	New York
State University of New York Agricultural and Technical College at Cobleskill	New York	State University of New York College of Technology at Utica-Rome	New York
State University of New York Agricultural and Technical College at Delhi	New York	State University of New York Downstate Medical Center	New York
		State University of New York Empire State College	New York
State University of New York Agricultural and Technical College at Farmingdale	New York	State University of New York Health Sciences Center at Buffalo	New York
State University of New York Agricultural and Technical College at Morrisville	New York	State University of New York Health Sciences Center at Stony Brook	New York
State University of New York at Albany	New York	State University of New York Maritime College	New York
State University of New York at Binghamton	New York	State University of New York at Stony Brook Main Campus	New York
State University of New York at Buffalo Main Campus	New York	State University of New York System Office	New York
State University of New York College at Brockport	New York	State University of New York Upstate Medical Center	New York
State University of New York College at Buffalo	New York	State University System of Florida System Office	Florida
State University of New York College at Cortland	New York	State University System of Minnesota System Office	Minnesota
State University of New York College of Environmental Science and Forestry	New York	Staten Island, College of	See City Univ of New York
		Steed College	Tennessee
		Stenotype Institute	New York
		Stephen F. Austin State University	Texas
State University of New York College at Fredonia	New York	Stephens College	Missouri
		Sterling College	Kansas

Stetson University	Florida	Tarkio College	Missouri
Steubenville, College of	Ohio	Tarleton State University	Texas
Steubenville, University of	Ohio	Tarrant County Junior College	Texas
Stevens Henager College	Utah	Taylor Business Institute	New York
Stevens Institute of Technology	New Jersey	Taylor University	Indiana
Stillman College	Alabama	Teachers College, New York	See Columbia
Stockton State College	New Jersey		University
Stonehill College	Massachusetts	Technical Career Institutes	New York
Strayer College	District of	Technical College of Alamance	North Carolina
	Columbia	Technology at Utica-Rome,	See State Univ
Sue Bennett College	Kentucky	College of	New York
Suffolk County Community		Telshe Yeshiva-Chicago	Illinois
College	New York	Temple Junior College	Texas
Suffolk County Community		Temple University	Pennsylvania
College Eastern Campus	New York	Tennessee Center for the Health	
Suffolk County Community		Sciences, University of	Tennessee
College Western Campus	New York	Tennessee Central Office,	
Suffolk University	Massachusetts	University of	Tennessee
Sul Ross State University	Texas	Tennessee at Chattanooga,	
Sullivan County Community		University of	Tennessee
College	New York	Tennessee Institute of Electronics	Tennessee
Sullivan Junior College of		Tennessee at Knoxville,	
Business	Kentucky	University of	Tennessee
Sumter Area Technical College	South Carolina	Tennessee at Martin, University of	Tennessee
Suomi College	Michigan	Tennessee State University	Tennessee
Surry Community College	North Carolina	Tennessee Technological University	Tennessee
Susquehanna University	Pennsylvania	Tennessee Temple University	Tennessee
Swain School of Design	Massachusetts	Tennessee University-Wide	
Swarthmore College	Pennsylvania	Administration Central Office,	
Sweet Briar College	Virginia	University of	Tennessee
Syracuse University Central Office	New York	Tennessee Wesleyan College	Tennessee
Syracuse University Main Campus	New York	Terra Technical College	Ohio
Syracuse University Utica College	New York	Texarkana Community College	Texas
Tabor College	Kansas	Texas A&I University	Texas
Tacoma Community College	Washington	Texas A&M University	
Taft College	California	at Galveston	Texas
Talladega College	Alabama	Texas A&M University	
Tallahassee Community College	Florida	Main Campus	Texas
Talmudic College of Florida	Florida	Texas A&M University	
Talmudical Institute of Central		System Office	Texas
Jersey	New York	Texas at Arlington, University of	Texas
Talmudical Institute of Upstate		Texas at Austin, University of	Texas
New York	New York	Texas Chiropractic College	Texas
Talmudical Seminary Oholei Torah	New York	Texas Christian University	Texas
Talmudical Yeshiva of Philadelphia	Pennsylvania	Texas College	Texas
Tampa College	Florida	Texas College of Osteopathic	
Tampa Technical Institute	Florida	Medicine	Texas
Tampa, University of	Florida	Texas at Dallas, University of	Texas
Tanana Valley Community College	See University of	Texas at El Paso, University of	Texas
	Alaska		

Texas Health Science Center at Dallas, University of	Texas
Texas Health Science Center at Houston, University of	Texas
Texas Health Science Center at San Antonio, University of	Texas
Texas Lutheran College	Texas
Texas Medical Branch at Galveston, University of	Texas
Texas of the Permian Basin, University of	Texas
Texas at San Antonio, University of	Texas
Texas Southern University	Texas
Texas Southmost College	Texas
Texas State Technical Institute Amarillo Campus	Texas
Texas State Technical Institute Central Office	Texas
Texas State Technical Institute Harlingen Campus	Texas
Texas State Technical Institute-Sweetwater	Texas
Texas State Technical Institute Waco Campus	Texas
Texas System Office, University of	Texas
Texas Tech University Health Science Center	Texas
Texas Technical University	Texas
Texas at Tyler, University of	Texas
Texas Wesleyan College	Texas
Texas Woman's University	Texas
Thames Valley State Technical College	Connecticut
The -, See Most Important Term	
Theological Seminary of the Reformed Episcopal Church	Pennsylvania
Theology at Claremont, School of	California
Thiel College	Pennsylvania
Thomas A. Edison College	New Jersey
Thomas College	Maine
Thomas County Community College	Georgia
Thomas Jefferson University	Pennsylvania
Thomas M. Cooley Law School	Michigan
Thomas More College	Kentucky
Thomas Nelson Community College	Virginia
Thornton Community College	Illinois
Three Rivers Community College	Missouri

Tidewater Community College	Virginia
Tiffin University	Ohio
Tift College	Georgia
Tobe-Coburn School of Fashion Careers	New York
Toccoa Falls College	Georgia
Toledo, University of	Ohio
Tomlinson College	Tennessee
Tompkins-Cortland Community College	New York
Tougaloo College	Mississippi
Touro College	New York
Towson State University	Maryland
Tracey-Warner School	Pennsylvania
Transylvania University	Kentucky
Treasure Valley Community College	Oregon
Trenton Junior College	Missouri
Trenton State College	New Jersey
Trevecca Nazarene College	Tennessee
Tri-Cities State Technical Institute	Tennessee
Tri-County Community College	North Carolina
Tri-County Technical College	South Carolina
Tri-State University	Indiana
Triangle Institute of Technology	Pennsylvania
Triangle Institute of Technology-Erie Center	Pennsylvania
Triangle Institute of Technology-Greensburg Center	Pennsylvania
Trident Technical College	South Carolina
Trinidad State Junior College	Colorado
Trinity Bible Institute	North Dakota
Trinity Christian College	Illinois
Trinity College	Connecticut
Trinity College	District of Columbia
Trinity College	Illinois
Trinity College	Vermont
Trinity Evangelical Divinity School	Illinois
Trinity Lutheran Seminary	Ohio
Trinity University	Texas
Triton College	Illinois
Trocaire College	New York
Troy State University Central Office	Alabama
Troy State University at Dothan-Fort Rucker	Alabama
Troy State University Main Campus	Alabama

Troy State University at Montgomery	Alabama
Truckee Meadows Community College	Nevada
Truett Mcconnell College	Georgia
Truman College, Illinois	See City Colleges Chicago
Tufts University	Massachusetts
Tulane University of Louisiana	Louisiana
Tulsa Junior College	Oklahoma
Tulsa, University of	Oklahoma
Tunxis Community College	Connecticut
Turtle Mountain Community College	North Dakota
Tusculum College	Tennessee
Tuskegee Institute	Alabama
Tyler, John, Community College	Virginia
Tyler Junior College	Texas
Ulster County Community College	New York
Umpqua Community College	Oregon
Uniformed Services University of the Health Sciences	Maryland
Union College	Kentucky
Union College	Nebraska
Union College	New Jersey
Union College	New York
Union County Technical Institute	New Jersey
Union for Experimenting Colleges and Universities	Ohio
Union Theological Seminary	New York
Union Theological Seminary in Virginia	Virginia
Union University	Tennessee
United Electronics Institute	Iowa
United Electronics Institute of Florida	Florida
United States Air Force Academy	Colorado
United States Army Command and General Staff College	Kansas
United States Coast Guard Academy	Connecticut
United States International University	California
United States Merchant Marine Academy	New York
United States Military Academy	New York
United States Naval Academy	Maryland
United States Sports Academy	Alabama
United Talmudical Academy	New York
United Theological Seminary	Minnesota
United Thelogical Seminary	Ohio
United Wesleyan College	Pennsylvania
Unity College	Maine
Universidad Central Del Caribe Escuela De Medicina De Cayey	Puerto Rico
Universidad De Ponce	Puerto Rico
Universidad Politecnica De Puerto Rico	Puerto Rico
University of -, See Most Important Term	
University System of New Hampshire System Office	New Hampshire
University System of South Texas System Office	Texas
Upper Iowa University	Iowa
Upsala College	New Jersey
Upstate Medical Center	See State Univ New York
Urbana College	Ohio
Ursinus College	Pennsylvania
Ursuline College	Ohio
Utah Higher Education System Office	Utah
Utah State University	Utah
Utah Technical College at Provo	Utah
Utah Technical College at Salt Lake City	Utah
Utah, University of	Utah
Utica College of Syracuse University	New York
Utica Junior College	Mississippi
Utica-Rome, College of	See State Univ New York
Utica School of Commerce	New York
Valdosta State College	Georgia
Vale Technical Institute	Pennsylvania
Valencia Community College	Florida
Valley City State College	North Dakota
Valley Forge Christian College	Pennsylvania
Valley Forge Military Junior College	Pennsylvania
Valparaiso University	Indiana
Vance-Granville Community College	North Carolina
Vanderbilt University	Tennessee
Vandercook College of Music	Illinois
Vassar College	New York
Vennard College	Iowa
Ventura College	California
Ventura County Community College District System Office	California

Vermilion Community College	Minnesota
Vermont College	Vermont
Vermont, Community College of	Vermont
Vermont Law School	Vermont
Vermont and State Agricultural College, University of	Vermont
Vermont State College System Office	Vermont
Vermont Technical College	Vermont
Vernon Regional Junior College	Texas
Victor Valley College	California
Victoria College	Texas
Villa Julie College	Maryland
Villa Maria College	Pennsylvania
Villa Maria College of Buffalo	New York
Villanova University	Pennsylvania
Vincennes University	Indiana
Virgin Islands, College of the	Virgin Islands
Virginia Central Office, University of	Virginia
Virginia Clinch Valley College, University of	Virginia
Virginia Commonwealth University	Virginia
Virginia Highlands Community College	Virginia
Virginia Intermont College	Virginia
Virginia Main Campus, University of	Virginia
Virginia Military Institute	Virginia
Virginia Polytechnic Institute and State University	Virginia
Virginia State Community College System Office	Virginia
Virginia State University	Virginia
Virginia Union University	Virginia
Virginia Wesleyan College	Virginia
Virginia Western Community College	Virginia
Vista College	California
Visual Arts, School of	New York
Viterbo College	Wisconsin
Volunteer State Community College	Tennessee
Voorhees College	South Carolina
Wabash College	Indiana
Wabash Valley College	See Ill Estn Cmty College
Wadhams Hall Seminary and College	New York
Wagner College	New York

Wake Forest University	North Carolina
Wake Technical College	North Carolina
Waldorf College	Iowa
Walker College	Alabama
Walla Walla College	Washington
Walla Walla Community College	Washington
Wallace State Community College at Hanceville	Alabama
Wallace, George C., State Community College at Dothan	Alabama
Wallace, George Corley, State Community College at Selma	Alabama
Wallace, Lurleen B., State Junior College	Alabama
Walsh College	Ohio
Walsh College of Accountancy and Business Administration	Michigan
Walters, Raymond, College	Ohio
Walters State Community College	Tennessee
Warner Pacific College	Oregon
Warner Southern College	Florida
Warren Wilson College	North Carolina
Wartburg College	Iowa
Wartburg Theological Seminary	Iowa
Washburn University of Topeka	Kansas
Washington Bible College	Maryland
Washington, Booker T., Business College	Alabama
Washington College	Maryland
Washington, George, University	District of Columbia
Washington International College	District of Columbia
Washington and Jefferson College	Pennsylvania
Washington and Lee University	Virginia
Washington, Mary, College	Virginia
Washington State Community College District 5 District Office	Washington
Washington State Community College District 17 District Office	Washington
Washington State University	Washington
Washington Technical College	Ohio
Washington Theological Union	Maryland
Washington University	Missouri
Washington, University of	Washington
Washtenaw Community College	Michigan
Waterbury State Technical College	Connecticut

Waters, Edward, College	Florida	West Shore Community College	Michigan
Watterson College	Kentucky	West Side Institute of Technology	Ohio
Waubonsee Community College	Illinois	West Texas State University	Texas
Waukesha County Technical Institute	Wisconsin	West Valley College	California
Waycross Junior College	Georgia	West Valley Joint Community College District System Office	California
Wayland Baptist College	Texas		
Wayne Community College	North Carolina	West Virginia College of Graduate Studies	West Virginia
Wayne County Community College	Michigan		
Wayne General and Technical College, Ohio	See University of Akron	West Virginia College of Technology	West Virginia
Wayne State College	Nebraska	West Virginia Institute of Technology	West Virginia
Wayne State University	Michigan		
Waynesburg College	Pennsylvania	West Virginia Northern Community College	West Virginia
Weatherford College	Texas		
Webb Institute of Naval Architecture	New York	West Virginia School of Osteopathic Medicine	West Virginia
Webber College	Florida	West Virginia State College	West Virginia
Weber State College	Utah	West Virginia University	West Virginia
Webster College	Missouri	West Virginia Wesleyan College	West Virginia
Webster, Daniel, College	New Hampshire	Westark Community College	Arkansas
Wellesley College	Massachusetts	Westbrook College	Maine
Wells College	New York	Westchester Business College	New York
Wenatchee Valley College	Washington	Westchester Business Institute	New York
Wentworth Institute of Technology	Massachusetts	Westchester Community College	New York
Wentworth Military Academy	Missouri	Western Baptist College	Oregon
Wesley College	Delaware	Western Bible College	Colorado
Wesley College	Mississippi	Western Carolina University	North Carolina
Wesley, John, College	North Carolina	Western Connecticut State College	Connecticut
Wesley Theological Seminary	District of Columbia	Western Conservative Baptist Seminary	Oregon
Wesleyan College	Georgia	Western Evangelical Seminary	Oregon
Wesleyan University	Connecticut	Western Illinois University	Illinois
West Chester State College	Pennsylvania	Western International University	Arizona
West Coast Bible College	California	Western Iowa Tech	Iowa
West Coast Christian College	California	Western Kentucky University	Kentucky
West Coast University Central Office	California	Western Maryland College	Maryland
		Western Michigan University	Michigan
West Coast University Main Campus	California	Western Montana College	Montana
West Coast University Orange County Center	California	Western Nevada Community College	Nevada
		Western New England College	Massachusetts
West Florida, University of	Florida	Western New Mexico University	New Mexico
West Georgia College	Georgia	Western Oklahoma State College	Oklahoma
West Hills College	California	Western Oregon State College	Oregon
West Liberty State College	West Virginia	Western Piedmont Community College	North Carolina
West Los Angeles College	California		
West Los Angeles, University of	California	Western State College of Colorado	Colorado
West Oahu College	See University of Hawaii	Western State University College of Law Central Office	California

Western State University College of Law Orange County	California
Western State University College of Law of San Diego	California
Western States Chiropractic College	Oregon
Western Texas College	Texas
Western Theological Seminary	Michigan
Western Washington University	Washington
Western Wisconsin Technical Institute	Wisconsin
Western Wyoming Community College	Wyoming
Westfield State College	Massachusetts
Westmar College	Iowa
Westminster Choir College	New Jersey
Westminster College	Missouri
Westminster College	Pennsylvania
Westminster College	Utah
Westminster Theological Seminary	Pennsylvania
Westmont College	California
Westmoreland County Community College	Pennsylvania
Weston School of Theology	Massachusetts
Wharton County Junior College	Texas
Whatcom Community College	Washington
Wheaton College	Illinois
Wheaton College	Massachusetts
Wheeler School, The	Pennsylvania
Wheeling College	West Virginia
Wheelock College	Massachusetts
White Pines College	New Hampshire
White Plains, College of New York	See Pace University
Whitman College	Washington
Whittier College	California
Whitworth College	Washington
Wichita State University	Kansas
Widener College of Widener University	Pennsylvania
Widener College of Widener University Central Office	Pennsylvania
Wilberforce University	Ohio
Wiley College	Texas
Wilkes College	Pennsylvania
Wilkes Community College	North Carolina
Willamette University	Oregon
William Carey College	Mississippi
William Carey International University	California

William Jewell College	Missouri
William and Mary Central Office, College of	Virginia
William and Mary, College of	Virginia
William Mitchell College of Law	Minnesota
William Paterson College	New Jersey
William Penn College	Iowa
William Rainey Harper College	Illinois
William, Smith College, New York	See Hobart-William Smith
William Tyndale College	Michigan
William Woods College	Missouri
Williams College	Massachusetts
Williams, Edward, College, New Jersey	See Farleigh Dickinson
Williams, George, College	Illinois
Williams, Roger, College	Rhode Island
Williamsburg Technical College	South Carolina
Williamsport Area Community College	Pennsylvania
Willmar Community College	Minnesota
Wilmington College	Delaware
Wilmington College	Ohio
Wilson College	Pennsylvania
Wilson County Technical Institute	North Carolina
Wilson, Lindsey, College	Kentucky
Wilson, Warren, College	North Carolina
Windward Community College	See University of Hawaii
Wingate College	North Carolina
Winona State University	Minnesota
Winsalm College	North Carolina
Winston-Salem State University	North Carolina
Winthrop College	South Carolina
Wisconsin Center System, University of	Wisconsin
Wisconsin Conservatory of Music	Wisconsin
Wisconsin Indianhead Vocational Technical and Adult Education District	Wisconsin
Wisconsin-Eau Claire, University of	Wisconsin
Wisconsin-Green Bay, University of	Wisconsin
Wisconsin-La Crosse, University of	Wisconsin
Wisconsin Lutheran College	Wisconsin
Wisconsin-Madison, University of	Wisconsin
Wisconsin-Milwaukee, University of	Wisconsin
Wisconsin-Oshkosh, University of	Wisconsin
Wisconsin-Parkside, University of	Wisconsin

Wisconsin-Platteville, University of	Wisconsin
Wisconsin-River Falls, University of	Wisconsin
Wisconsin School of Electronics	Wisconsin
Wisconsin-Stevens Point, University of	Wisconsin
Wisconsin-Stout, University of	Wisconsin
Wisconsin-Superior, University of	Wisconsin
Wisconsin System Office, University of	Wisconsin
Wisconsin-Whitewater, University of	Wisconsin
Wittenberg University	Ohio
Wofford College	South Carolina
Wood, John, Community College	Illinois
Wood Junior College	Mississippi
Wood School, The	New York
Woodbury University	California
Woods, William, College	Missouri
Wooster, College of	Ohio
Worcester Art Museum, School of the	Massachusetts
Worcester Junior College	Massachusetts
Worcester Polytechnic Institute	Massachusetts
Worcester State College	Massachusetts
World College West	California
Worthington Community College	Minnesota
Wor-Wic Technical Community College	Maryland
Wright College, Illinois	See City Colleges Chicago
Wright Institute, The	California
Wright State University Central Office	Ohio
Wright State University Main Campus	Ohio
Wright State University Western Ohio Branch	Ohio
Wyoming School of Animal Technology	Wyoming

Wyoming, University of	Wyoming
Wytheville Community College	Virginia
Xavier University	Ohio
Xavier University of Louisiana	Louisiana
Yakima Valley Community College	Washington
Yale University	Connecticut
Yankton College	South Dakota
Yavapai College	Arizona
Yeshiva Beth Hillel of Krasna	New York
Yeshiva Bnei Torah	New York
Yeshiva Chofetz Chaim Radun	New York
Yeshiva Karlin Stolin Beth Aron Y'Israel Rabbinical Institute	New York
Yeshiva of Nitra Rabbinical College	New York
Yeshiva Shaar Hatorah	New York
Yeshiva Toras Chaim Talmudical Seminary	Colorado
Yeshiva University	New York
Yeshiva University of Los Angeles	California
Yeshivat Mikdash Melech	New York
Yeshivath Beth Moshe	Pennsylvania
Yeshivath Vizhitz	New York
Yeshivath Zichron Moshe	New York
York College	Nebraska
York College	See City Univ of New York
York College of Pennsylvania	Pennsylvania
York Technical College	South Carolina
Young, Brigham, University, Hawaii Campus	Utah
Young, Brigham, University Main Campus	Utah
Young Harris College	Georgia
Youngstown College of Business and Professional Drafting	Ohio
Youngstown State University	Ohio
Yuba College	California